

Bradford Intensive Housing Management (IHM)

Service Description

A Guide to the Service and How to Access it

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**15 May 2024**

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# Introduction

Welcome to the Bradford Intensive Housing Management (IHM) service. We are part of Horton Housing. This Guide explains our service, how to access it, what to expect from us and how you can be involved.

The IHM service provides short to medium-term accommodation to help tenants prepare to move towards independent longer-term accommodation. The length of stay depends on each tenant’s individual needs. Tenants have a six-month Assured Shorthold Tenancy Agreement.

Our accommodation consists of:

* A block of 24 self-contained, one bedroom, fully furnished flats, with an on-site office.
* 4 self-contained, one bedroom, fully furnished bungalows in the community.
* 8 self-contained, one bedroom, fully furnished ground floor flats in the community (the Almshouses).

If you apply for the service, we can explain more about the accommodation, its location, local facilities, bus routes and so on.

Our service is for people who are able to live on their own but need housing related support. One of Horton’s workers provides the support. They will work alongside you to help you achieve your housing, health and wellbeing, and employment goals.

# How does the service work?

The IHM Team is available throughout the day (Monday-Friday 9am-5pm). The Team will help you to manage your tenancy. While living in IHM accommodation, engaging with support is a requirement of your stay.

* If you live in one of our flats, you will receive support from our Move-On Worker.
* If you live in one of our bungalows, you will receive support from Horton’s Bradford Respite Intermediate Care Support Service (BRICSS). This service supports people with their health recovery and housing goals.
* If you live in one of our Almshouses, you will receive both tenancy management and support from Horton’s New Communities service. This service is for people who are new to the country and have refugee status.

At our block of flats, night staff are on-site between 8pm and 4am. All our accommodation has a 24-hour emergency repairs service, and off-site low-level support outside office hours.

As a Horton tenant, you will be fully involved in and central to managing your tenancy, planning your support, and moving towards independent living. You and your worker will work together to find the solutions that you want. You can also include other relevant people or agencies. We call this **‘co-production’.**

The service uses a **‘strengths-based approach’**, working flexibly with each person to find out what they want and how they want to achieve it. This means that we help you to recognise and build on your existing strengths and abilities, and encourage you to find the solutions that will work best for you.

Your worker will meet with you to discuss your goals and areas you would like to improve in your life. They will then work alongside you to help you to achieve these goals.

Your worker will arrange to meet with you regularly. The frequency and length of these meetings may vary, depending on your situation, goals and preference at the time. We also conduct welfare checks, if we have not seen or heard from you for while.

Together, you and your worker will create a Support Plan to record your goals and the steps to make them happen. This will help you work towards achieving them and see the progress that you make. It will also help you to manage any difficulties or safety concerns that you may be experiencing. During your meetings, you may think of some new goals you would like to achieve, or you may change your mind about something. You can update or review your Support Plan at any time.

You can involve other professionals, family members or anyone you wish in your support planning.

We can support you to become ‘tenancy ready’, meaning that you will leave the service with the knowledge and skills to manage your own tenancy independently and successfully.

We liaise with local housing departments, other housing associations and private landlords to help you to move on in a planned way from a temporary home to a more independent, long-term home.

We will explain all this to you, and more, when you access our service.

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# Is there a cost for the service?

In our accommodation, we will explain the rent and service charges to you before you move in. We can support you to budget, claim welfare benefits and make payments.

There is no charge for support services.

# How can you access the service?

**Who can apply?**

You can apply for our service if you:

* Are aged 18 or over (you can be aged 16/17 if a teenage parent wishing to live in one of the flats)
* Are experiencing homelessness or are at risk of becoming homeless or vulnerably housed
* Would like to work on your housing, health, wellbeing and employment goals, to help maintain or develop your independent living skills

Additonal application requirements:

* For the Almshouses, you must have refugee status
* For the bungalows, you must have health-related support requirements, usually after a hospital stay. Normally, you will already be linked in with our BRICSS service.

The flats are available for single people, couples or a family with one child.

The bungalows and Almshouses are available for single people.

Our team does not provide a service that includes bathing, cleaning, shopping, medicine administration or other tasks generally referred to as personal or health-related care.

Each person is considered on an individual basis and there are no unreasonable exclusions from our services.

**How can you apply?**

Applications to the service can be made either directly by the applicant or on their behalf by a third party, such as, but not limited to:

* Local Authority housing departments
* Drug/alcohol treatment services
* Support providers
* Police
* NHS (GP, Community Mental Health Team etc)
* Prison authorities
* Probation
* Social Services

If you are homeless and have nowhere to sleep, outside of office hours please phone 01274 381999.

For access to the bungalows, your support worker at BRICSS will help you to apply.

For access to the Almshouses, contact the New Communites Manager on 07852041420.

**What happens next?**

Once we have your contact details, we will ring you to gather some more information.

What will we ask you about?

* Brief details about yourself, to check that you meet the service criteria above
* What you would like help with and what your goals are
* Any risks or safety concerns you are aware of in respect to yourself or others

This information will help to determine the best service to help you.

If you meet the criteria above, we will move to the next stage and arrange to meet with you.

**Our first meeting**

Our first meeting will be a conversation about what you need.

The meeting can take place in your own home, at our office, in our temporary accommodation or at a mutually agreed venue. We can also have the meeting by phone or video call if that suits you better.

This is a friendly conversation between you and one of our team (sometimes two).

You are welcome to have a person of your choice with you for support or to help you with the discussion.

The meeting usually takes about an hour, but this is flexible, depending on what you wish to share with us.

You will be able to visit the service, meet our team and have a look around.

You can ask us questions to find out more about the service and support we offer. We will explain everything you need to know about being part of the service.

We will need to ask you some questions and make a few notes.

It is a chance for you to tell us in more detail what your wishes and goals are, and to see if we can help you to achieve them.

It is also an opportunity for you to think about whether you feel the service is suitable for you. The discussions we have together and the notes we make help to start your support-planning journey.

**Outcome of our meeting**

After our discussion together, we will be able to decide whether we think we can help you, and check if you think the service feels right for you.

* If our accommodation service is suitable, and a space is available, we will introduce you to the IHM Team or your Horton worker and arrange a move-in date with you, and support you with the move.
* If no space is available, we will offer you a place on the waiting list. We regularly review the waiting list. When we have a space, we will contact you again to check that you still require support. If you do still want the accommodation, we will arrange with a move in date with you.
* Occasionally, an emergency referral will take priority over the waiting list.
* If we feel the service is not suitable to help you with your needs, we will explain the reasons for this. If you agree, we can try to find a suitable alternative service for you and help you to apply for it.

If you are unhappy with a decision we have made, you can appeal against the decision. We have an Appeals Procedure to help you do this. Contact the service, and we will explain what to do and help you with the process.

All personal information received is safely stored, used and accessed in accordance our Data Protection Policy (please ask if you would like a copy).

# What can you choose to have support with?

Once you are in the service, everything we do together will be personalised to you. You tell us what you want to achieve, and we will support you to get there.

The IHM Team offers a range of tenancy management related support, such as helping you to:

* Apply for Housing Benefit
* Pay your rent or service charges
* Reduce arrears
* Understand your occupancy agreement
* Identify and report repairs and maintenance issues
* Keep your home clean and tidy
* Deal with nuisance issues
* Feel safe and secure in your home

The support available to you from your support or move-on worker is much broader. It is entirely up to you which aspects of your life you choose to have support with. Here are some examples of things that people often choose to look at with us, to give you an idea, but you are not limited to this:

Managing your:

* Home
* Money
* Safety
* Health and well-being

Accessing:

* A new home
* Welfare benefits
* Healthcare (for example, doctor, dentist, optician)
* Specialist support services
* Equipment, aids and adaptations
* Education, training, employment and volunteering opportunities

Exploring

* Social or community activities
* Religious or cultural customs
* Interests and hobbies
* Positive lifestyle choices

Developing:

* Independence and life skills
* Positive relationships with others
* Confidence, resilience and self-esteem

All choices and decisions about your support and life are yours to make. We will make sure you have access to information and understand the options available. We will listen to your choices and work alongside you so that you can make decisions confidently and get the outcomes you want. If you hear us talk about **empowermen**t, this is what we mean.

# What can you expect from us?

**Your rights**

We are committed to treating you fairly and with dignity throughout your time with us. You have the right to:

* Be treated fairly
* Be free from harassment or discrimination
* Be consulted about the way services are delivered, bring ideas and challenge us
* Complain if you are unhappy about our service

When you apply for or take part in our services, we need to collect and keep personal information about you. This information is kept secure either on our secure computer systems or in locked filing cabinets. You have the right to privacy, and we will explain how we protect, record, store, use and share your personal information, and your right to access or change it. You can find more information about this in the ‘Privacy and Cookie Statement’ on our website.

When you live in a Horton Housing property, we give you an occupancy agreement and explain everything in it. People who live in our properties have their own keys and we respect their privacy. We will also give you a Handbook and Service Agreement. They provide more information about all your rights, and some helpful advice. .

Well-trained, knowledgeable, professional staff will support you. They will provide a personalised service and you will be safe in their care.

You have the right to see any of our policies and procedures. We regularly review them to make sure that our services are safe, work within the law, and are of a high standard.

**Our quality standards**

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|  | We have signed up to the **Together with Tenants Charter**. This means we want to make sure that:* You are safe and listened to
* You can help shape our services if you want to
* The homes we provide are good quality and safe
* When things go wrong, it is easy for you to tell us or make a complaint and we will sort it out quickly

Our commitment applies to everyone we work with, whether they live in our accommodation or are accessing any other Horton service. |

Horton Housing is committed to equality, diversity and inclusion, and providing services that are inclusive and accessible for everyone.

We aim to provide excellent services. To do this, we measure our performance against local and national standards.

Our website has more information about our commitments and standards. You can find it in the ‘About Us’ section.

# How can you contribute?

We want your experience with our service to be positive and successful. This is how you can help with this:

* Meet with your worker as agreed
* Be active in maintaining your home and developing your Support Plan
* Identify what you wish to achieve
* Agree the actions or steps that you need to take to achieve your goals
* Work in a positive way towards completing the actions to achieve your goals
* Always communicate honestly about how you feel your support is progressing

Everyone has their own skills and abilities to make progress in achieving their goals. We will work with you in the way that helps you to feel comfortable, to ensure you have the best possible chance of success. We always make the process as friendly and welcoming as possible.

When you live in our supported accommodation, you will have some responsibilities within your occupancy agreement. We will explain these to you when you move in.

We ask you to treat us with the same respect and courtesy that we show towards you.

People accessing and working at our services have the right to feel safe and protected at all times. For this reason we do not tolerate threatening, intimidating, aggressive or violent behaviour.

You can also let us know if you require communication via other accessible formats or languages.

# How will we communicate with you?

We will communicate with you via your preferred method such as telephone call, text message or email. We will also follow up formally in writing.

We can keep other people informed if you ask us to.

If you would like this document in a different language or an accessible format, please contact our Communications Team:

Email: communications@hortonhousing.co.uk

Phone: 01274 370 689

# How to have your say

We want all our services to be good quality. We always welcome your comments, compliments or complaints. So please get in touch if there is something you would like to tell us. Our contact details are on the front page.

Alternatively, our Head Office is:

Horton Housing Association

Chartford House

54 Little Horton Lane

Bradford

BD5 0BS

Phone: 01274 370 689

Email: headoffice@hortonhousing.co.uk

Website: <http://www.hortonhousing.co.uk>

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