

**Craven Rough Sleeper Partnership**

**The provision of support services for rough sleepers and homeless people with complex needs**

#### Service Description

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www.hortonhousing.co.uk

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# **What is Horton Housing?**

Horton Housing is a voluntary sector, not for profit organisation. We provide a wide range of housing, training and support services across Bradford, Calderdale, Kirklees and North Yorkshire. The Craven Rough Sleeper Pathway is one of the services that we provide.

# **What is the Craven Rough Sleeper Pathway?**

The Craven Rough Sleeper Pathway supports rough sleepers and people who are, or at imminent risk of rough sleeping, moving them away from the streets as quickly as possible into safe, supported accommodation. Here they can rebuild their lives and subsequently move into their own tenancy with ongoing tenancy sustainment.

As part of the Pathway, Horton Housing provide high quality, holistic, recovery focused accommodation-based support services.

Horton Housing have 10 self-contained units with an intensive support package attached at Pinder House with a mixture of support staff and night/weekend security on site 24/7. Horton Housing also provide an additional 10 self-contained units dispersed in the community with a floating support package attached. These units are for those moving through the Pathway demonstrating independence or those assessed as having lower support needs at referral entry.

For those moving out of the Pathway and into independent accommodation, Horton Housing provide a tenancy sustainment service to ensure that independent tenancies are successful and preventing a return to homelessness.

Working alongside Horton Housing, Project 6 provide recovery focused support to people with drug and alcohol issues who have experienced homelessness and who are accommodated within the pathway or through the tenancy sustainment service.

Referrals to access the Pathway are predominantly made by North Yorkshire Council’s Housing Options/Needs Team following a homeless presentation however referrals from all agencies are accepted as well as self-referrals and general public alerts.

# **What do we hope to achieve through the Pathway?**

We aim to:

* Support people into safe, high quality, supported accommodation and away from the streets at the earliest opportunity.
* Support people to stay healthy, safe and well in the community addressing health, offending, substance misuse and economic needs.
* Provide quality advice and assistance that encourages people to develop new and existing skills, and gain confidence in their ability to live independently.
* Provide tenancy sustainment support to people moving out of the Pathway and into independent accommodation to reduce the risk of repeat homelessness.

Our objectives are to:

* Provide personalised support through co-production. This means working together to achieve your personal goals, prioritising your choices and decisions about your support and life.
* Assist you to feel empowered, by helping you to build on your strengths, skills and knowledge, and develop resilience to make informed decisions.
* Provide holistic support and advice to help you to achieve optimum health, wellbeing, quality of life and independence.
* Provide a flexible service to accommodate your lifestyle choices, and to be responsive during difficult times.
* Develop effective partnerships with housing, financial, and health and wellbeing services, to assist you to sustain independent living.
* Provide support to ensure you feel safe and secure in your home, and free from harm and abuse.

# **What do we hope you achieve through the Pathway?**

Your achievements could include that:

* You have accessed suitable accommodation based support which meets your needs.
* You have improved your ability to manage your mental health and wellbeing.
* You have improved your financial wellbeing through new money management skills.
* You have established links to services to address wider support needs and meet your aspirations.
* You have the ability to keep yourself and your home safe, including protecting yourself from harm and abuse.
* You have established positive relationships with other people or groups within your community.

# **Who is the Craven Rough Sleeper Pathway for?**

The Craven Rough Sleeper Pathway is for you if you are:

* Single and aged 18 or over, with a local connection to North Yorkshire and in particular the Craven locality
* Identified as rough sleeping, homeless or at imminent risk of rough sleeping or homelessness
* Assessed as having additional support needs alongside homelessness
* Willing to engage with support to relieve homelessness

If you have any special needs or requirements, we will see if we can meet them as part of the initial assessment. However, we do not provide a service that includes bathing, cleaning, shopping or other tasks generally referred to as personal care.

# **What is it like within the Craven Rough Sleeper Pathway?**

You will receive a comprehensive assessment upon entry and you will be involved in the decision on the most appropriate accommodation based support package to meet your needs.

Allocation to our accommodation and support is made in partnership with North Yorkshire Council’s Housing Option/Needs Team, specifically within the Craven locality. It is expected that you will be registered as homeless with the Local Authority.

For people assessed as requiring a more intensive support package we have supported accommodation at Pinder House, Skipton. Accommodation here is self-contained with onsite staff and security 24/7. We have 10 self-contained move-on flats dispersed across Skipton which act as a stepping stone through the Pathway for those who have demonstrated an ability to live more independently within Pinder House and which have a floating support package attached. These units can also be allocated to for people who are assessed as having a lower support need at the referral point depending on availability.

We will meet with you to discuss your goals and areas you would like to improve in your life. We then help you to achieve these goals.

Together we will create a Support and Risk Management Plan to record your goals. The plan is agreed with you and is reviewed regularly. This plan is an important way of setting your goals, working towards achieving them and seeing the progress that you make. You can involve other professionals, family or anyone you wish in your support planning.

We will provide support to enable you to become “Tenancy Ready” and liaise with North Yorkshire Council, local Housing Associations and private landlords to help you move on, in a planned way, from temporary living arrangements to a more independent home. Once independent accommodation is secured you will also be offered tenancy sustainment support in your new home to ensure you are settled and confident in your tenancy.

# **What support does the Craven Rough Sleeper Pathway offer?**

Through the Craven Rough Sleeper Pathway, we offer a range of support to move away from homelessness, helping you to improve your wellbeing and work towards independent living. You can choose what areas you would like to receive help with, this can include:

* Securing suitable accommodation based support options to relieve your homelessness
* Providing you with emotional support during stressful times.
* Assisting you to access specialist health, substance misuse and wellbeing support.
* Helping you to develop the skills to manage your money such as, budgeting, accessing benefits, and via debt advice or support.
* Supporting you to access community activities, training, voluntary opportunities, education and employment.
* Helping you to find and apply for appropriate accommodation.
* Helping you to move to, set up and maintain your new home.
* Supporting you to develop the skills to maintain your move-on independent home including liaising with your new landlord, utility companies, and reporting repair issues.
* Supporting you with assessments for equipment, adaptations or assistive technology, to enable you to live comfortably and more independently in your home.
* Supporting you to keep yourself safe.

# **What other things can the Craven Rough Sleeper Pathway help with?**

We can help you to:

* Make and attend appointments.
* Deal with letters, bills or other important documents.
* Make or keep contact with friends, family and the wider community.
* Access specialist services. This could include referrals to befriending schemes, alcohol or drug support, or homecare services.
* Pursue your cultural, religious and lifestyle requirements.
* Deal with incidents of anti-social behaviour, discrimination, hate crimes, safeguarding matters, or domestic disturbances.
* Access information on a range of organisations and services.

# **What can you expect from the Craven Rough Sleeper Pathway?**

* You will be treated with dignity and respect, and without discrimination.
* You will have the right to privacy, and we will explain how we protect, store and use your personal information, and your right to access it.
* You will be consulted about the service we provide and any changes that we propose.
* We will ask you to give us feedback about the service we provide.
* You have the right to complain about any aspect of our service if you are unhappy or have concerns. We will listen, take your complaint seriously, and take action where things have gone wrong. A summary of our complaints procedure is available on the Horton Housing website, and the full policy is available on request.
* We will give you a handbook setting out your rights, summaries of key procedures, helpful tenancy advice, how to access full policies and procedures and how you can have a say in the way the service is run.
* In Horton Housing’s supported accommodation, you will receive an Assured Shorthold Tenancy Agreement, your own keys and be free to come and go as you please with your privacy respected.

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 any of our policies please ask. If you have a problem please tell us.

These are your rights.

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| --- | --- |
| cid:image003.jpg@01D71A7A.1BB618D0 | 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 * 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 using our services, regardless of whether they live in our accommodation or are using any other Horton service. |

# **How can you contribute?**

We want your experience within the Craven Rough Sleeper Pathway to be positive and successful. This is how you can help with this:

* Meet with your support worker on a regular basis.
* Play an active role in developing your Support and Risk Management Plan.
* Identify the goals 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.

We realise that everyone has their own skills and capabilities 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.

You will have some responsibilities within our supported accommodation and these will be detailed in your tenancy agreement. We will help you to understand and follow these.

The Craven Rough Sleeper Pathway Team ask you to treat us with the same respect and courtesy that we provide to you.

# **How much does it cost?**

There are associated and affordable costs related to our supported accommodation projects, we will explain the costs to you before you move in, and we can support you to budget and make payments.

We will liaise with the Local Authority to apply for Housing Benefits to cover your rental payments and support you to meet additional service charge cost or utility costs depending on the accommodation and support package offered.

# **How can you access the Craven Rough Sleeper Pathway?**

**Referral**

Referrals to access the Pathway are predominantly made by North Yorkshire Council’s Housing Options/Needs Team following a homeless presentation however referrals from all agencies are accepted as well as self-referrals and general public alerts.

You can contact us to make a referral in the following ways:

|  |  |
| --- | --- |
| **Telephone** | **Pinder House: 01756 794882** |
| **Email** | [**pinderhouse@hortonhousing.co.uk**](mailto:pinderhouse@hortonhousing.co.uk) |
| **Postal address** | Horton Housing  Pinder House  24 Keighley Road  Skipton  BD23 2NS |

**Assessment**

This is a friendly discussion. It is a chance for you to tell us in more detail, what your needs and aspirations are, and to see if we can help you to achieve them, or not. It is also an opportunity for you to find out more about the service and decide whether you think it is suitable for you.

You will be offered an assessment at the earliest opportunity either at our Pinder House offices or at a mutually convenient venue. You are welcome to have a person of your choice with you for support or to help you with the discussion. This usually takes around 1 hour, but this is flexible, dependent on how much and what details you wish to share with us.

Following the assessment, you will receive a decision on your referral within 48 hours. If we are unable to provide you with supported accommodation immediately you will be placed on a waiting list and liaising with key stakeholders Horton Housing will provide a support package until a suitable offer can be made.

If we feel the scheme is not suitable to help you with your needs, we will explain the reasons for this and make every effort to find a suitable alternative service for you and, with your permission, refer you to that service.

We will communicate with you via your preferred method such as, telephone call, text or email. We will also follow up formally in writing. We can also keep other people informed if you ask us to.

If you are unhappy with a decision we have made, you can appeal against the decision. You can follow our Appeals Procedure to do this. Please contact the service, and we will explain what to do and help you with the process.

# **Equality, Diversity and Inclusion - what we believe**

Horton Housing aims to provide equal, fair access and provision of services to all people. 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 are welcoming, understanding and sensitive to the diverse range of people and communities we work with.

# **How do we check the quality of our services?**

We want all of our services to continue to improve. We will make sure this happens by:

* Meeting set standards from our funding bodies and following good practice guidance.
* Working within the law, embedding regulations into our policies and procedures.
* Asking you to have your say in how our services are run; and changing and developing our services, and written information, in response to your feedback.
* Looking at whether our services have achieved what they set out to do.
* Checking that the work we do, is done in the right way.

**If you would like any more information, please contact us.**

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

Urdu



Punjabi

4 Punjabi

Farsi

4 Farsi

Bengali

4 Bengali

Arabic

4 Arabic

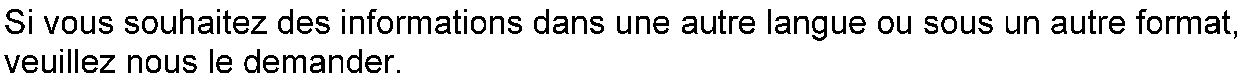
Hindi

4 Hindi

Gujarati

4 Gujarati

French



Turkish

4 Turkish

Swahili

4 Swahili

Horton Housing Association Head Office

Chartford House

54 Little Horton Lane

Bradford

BD5 0BS

Tel: 01274 370 689

Fax: 01274 395 616

Email: [headoffice@hortonhousing.co.uk](mailto:headoffice@hortonhousing.co.uk)

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

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