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**CALDERDALE**

**Intensive Housing Management**

**Providing Intensive Housing Management for Vulnerable Tenants**

#### 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. Intensive Housing Management is one of the services that we provide.

# **What is Intensive Housing Management (IHM)?**

The Intensive Housing Management service has several units of accommodation situated throughout the Calderdale district.

The service provides accommodation for people aged between 16 – 65 including; singles, couples or families with 1 or 2 children. Whilst the IHM teams do not provide support they will work in partnership with Horton’s floating support services or any other similar service in Calderdale, to ensure you receive a full package of support as required. The IHM team are available from Monday to Friday, 9.00 am to 5.00 pm. There is an out of hour’s repairs service.

All accommodation is self contained and fully furnished including white goods.

The IHM schemes provide short to medium term accommodation, the length of stay will depend on your needs. If you wish to move to more independent living you will be assisted to do so by your floating support worker who will work with you to draw up a tenancy management plan.

You will have your own occupancy agreement, which is an Assured Shorthold Tenancy. This is an agreement between you and Horton and details both our rights and responsibilities. The agreement lasts for 6 months but may then be renewed.

Hinds Chambers;

Hinds Chambers is short term temporary accommodation with an Intensive Housing Management service. Hinds Chambers is for single people and couples aged 16-19 years old and engaging in Horton Housing’s Young Person’s Prevention and Support Service (YPASS).

Hinds Chambers has three one-bed roomed and two two-bed roomed self contained flats all of which are fully furnished. A member of staff is based on site from 6pm-6am 7 days per week.

# **What do we hope to achieve at IHM?**

Our aims are:

* To provide high quality housing for people who are vulnerable and in housing need;
* To maintain tenants’ engagement with treatment, supervisory and support agencies;
* To enable tenants wishing to move on to establish and maintain an independent and positive lifestyle;

Our objectives are:

* To work with people referred to the service and their floating support providers to assess their tenancy management needs and draw up agreed plans of housing related support tailored to their individual needs and circumstances;
* To work with our tenants to enable them to gain confidence and develop the skills required to manage their homes as independently as possible;
* To identify and liaise with any additional source of support which may be required and make referrals or assist the tenant with accessing other relevant agencies for support, for example, drugs/alcohol agencies, Housing and Support Services, GPs, and Benefits Agency;
* To engage positively with tenants who are socially excluded and have difficulty in assessing services;
* To take practical steps to help tenants maintain their engagement with support providers (both statutory and voluntary);

Our intended outcomes for clients are:

* Independent living established and maintained;
* Tenancies sustained and negative departures prevented;
* Planned move on to more independent accommodation when appropriate and to meet lifestyle needs e.g. intensive housing management and support are no longer needed;
* Access facilitated to providers of appropriate complementary services e.g. support, treatment, legal or specialist help and advice;
* Reduced need for crisis intervention;

# **Who is IHM for?**

Intensive Housing Management is for you if you are:

* Aged 16+
* Single, a couple or family with one or two children
* Entitled to claim housing benefit
* Homeless
* Living in temporary accommodation
* In danger of losing your home
* In need of low or medium housing related support, such as;
  + - * Budgeting
      * Fleeing domestic violence
      * Mental health problems
      * Physical health problems Substance misuse problems
      * Offending behaviour

Priority is given to those in highest need, such as; street homeless, ill health, domestic violence or length of time on the waiting list.

Need for the service will be assessed on an individual basis. Where there are more people who need the service than there are vacancies, we will keep a waiting list. Priority will be given to the person assessed as being most in need of the service. Where people are assessed as having equal priority the place will be offered to the person who has been waiting longest from the point of their initial referral.

The accommodation is not suitable for large families as the properties are mainly 1 or 2 bed roomed.

If you have any special needs or requirements we will see if we can meet them as part of the initial assessment.

We do not provide a service that includes bathing, cleaning, shopping or other tasks generally referred to as ‘personal care’.

# **What’s it like at our IHM schemes?**

IHM properties are available across the Calderdale area where we have 2 Bed family properties. In the town centre we have Hinds Chambers. The Flats here are self-contained, that is they have a living room/ kitchen, bathroom and one or two bedrooms. Although the accommodation is fully furnished, you may bring your own belongings and personalise your home.

Most properties are close to local amenities; shops, post office, transport links, chemist, doctors etc;

You are responsible for your own cooking and cleaning (with guidance from staff depending on your needs and individual circumstances).

Staff are available Monday to Friday, 9.00 am to 5.00 pm with out of hour’s emergency repairs 24/7. There is weekend cover with night staff at some properties but not all.

# **What support does IHM offer?**

IHM staff will provide you with intensive housing management and will discuss your tenancy management needs with you on an individual basis. Staff also ensures that additional support needs are met through linking in with external support providers. From time to time staff will review your plan with you and your support provider, taking into account progress made and any new needs.

IHM schemes offer a range of intensive housing management services that include the following:

* Ensuring your rent is paid regularly and on time.
* Explaining your tenancy agreement and assisting you to abide by it.
* Organising inspections of your property and arranging for any repairs or improvements to be carried out, including the replacement of furniture.
* Ensuring that you are aware of your rights under your tenancy agreement.
* Offering you advice and guidance on keeping your property to a reasonable standard of hygiene.
* Assisting you to access other support providers as required.
* Liaising with all relevant agencies, both statutory and voluntary, on your behalf.
* Assisting you to reduce rent arrears.
* Dealing with nuisance issues.
* Ensuring that you know how to use equipment safely.
* Providing you with advice and facilitating a move to alternative accommodation as required.
* Assisting you to claim Housing Benefit and other welfare benefits.
* Helping to keep you safe by monitoring visitors, including contractors and professionals, and by carrying out health and safety and risk assessments of property.

# **What can you expect from IHM?**

* You will have your own front door key and you will be free to come and go as you please.
* You will have an Assured Shorthold Tenancy Agreement in our dispersed properties’ and a Licence Agreement for Hinds Chambers, which set out our obligations to you and your responsibilities to us with regard to your accommodation.
* You have a right to privacy and staff will not enter your home without permission except in an emergency.  We will require access for repairs and servicing.
* You are welcome to invite guests into your home. You are responsible for the behaviour of your guests, which must be in line with your tenancy agreement.
* You will have the right to disagree with any decisions we make, and, if we are unable to resolve the issue, you have the right to appeal.
* You have a right to confidentiality and also 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 our service.
* We will redecorate and replace furnishings periodically, and will consult tenants in advance whenever possible.
* You can participate in Tenant consultation and group meetings to assist with the development and future direction of the scheme.
* You will have the right to complain about any aspect of the service.

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. Or if you have a problem please tell us. We will give you a handbook setting out all of the above.

These are your rights.

# **What is expected of you?**

You also have some responsibilities.

* You will be expected to meet with IHM staff regularly in order to:
* Discuss any issues to do with maintaining your tenancy
* Agree the actions that need to be put in place
* To achieve the goals set out in the tenancy management plan (if applicable) and work in a positive way towards achieving them.
* We realise that each tenant will have his or her own skills and capabilities in doing this and aim to make the process as friendly and welcoming as possible.
* We aim to create a friendly, safe and secure living environment. This can best be achieved by a strong commitment to co-operation between staff and tenants.
* You will be expected to keep to your tenancy agreement.
* You are responsible for paying your rent on a weekly basis, and we will assist you to do so. If regular payments are not received, you risk losing your accommodation.
* You are responsible for paying your own utility bills.
* You are responsible for keeping your property and furniture in good condition.
* Everyone is responsible for respecting the external and internal communal grounds and areas and helping to keep them in clean and tidy.
* The use of illegal substances by either tenants or visitors on the premises will not be tolerated. Any tenant having problems with the use of illegal substances can talk to a member of staff, who can help you get access to counselling, treatment or rehabilitation.
* We expect you to be considerate to your neighbours, which includes keeping the exterior of the premises tidy, not creating noise nuisance (especially at night), and not behaving in an anti-social, aggressive, violent or threatening manner.
* Aggressive, threatening, violent or anti-social behaviour towards staff, tenants and neighbours will not be tolerated under any circumstances.

We reserves the right to withdraw the service 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 it cost?**

There is rent to pay in all our IHM schemes which will be explained to you when you apply for the service. You may be eligible for Housing Benefit to cover some or all of the rent. We will help you work this out.

You will be expected to pay your own bills (for example gas, electricity, TV license and water), if you are placed in one of our dispersed units. There is a service charge for our tenants in Hinds Chambers.

We can discuss this with you in more detail if you contact us.

# **How can people apply to come to our IHM scheme?**

You can apply yourself or be referred by agencies including but not limited to:

* Local Authority Housing departments
* Support Agencies
* GP / health provider
* Community Mental Health Team
* Learning Disabilities Team
* Social Services

You can also be referred by a relative, friend, advocate or carer.

Referrals For Hinds Chambers Have to come from our YPASS Service

Contact us in writing or in person at: Horton Housing Calderdale IHM

Hinds Chambers

18 Crossley Street

Halifax

HX1 1UF

Telephone 01422 355132

Website: [www.hortonhousing.co.uk](http://www.hortonhousing.co.uk)

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

Once a referral is received you will be invited to attend an interview and an assessment.

A letter will be sent to you usually within 7 days. You will need to bring one form of

identification and proof of income with you to the interview.

The assessment/interview is for us to find out more about your needs and whether or not we can meet them. It is also an opportunity for you to view the property, find out more about the service and decide whether you would like to take it up.

The assessment/interview would generally take place at Hinds Chambers or your current address, however if you prefer we can visit you at a mutually agreed venue. It will be carried out by a member of the housing management team and your support worker should also attend. You should allow about an hour for this meeting. You are welcome to have a person of your own choice with you during the assessment. To make a fair and accurate assessment, we may need to talk to other agencies. Following assessment, we will write to you within one week to let you know the outcome.

If you are accepted, and a vacancy exists on the scheme, we will confirm this in writing. We will assist you to move in within a week.

If the scheme is full, we will offer you a place on the waiting list. The waiting list is reviewed regularly and when a flat becomes available, we will contact the person with top priority on the waiting list. Where no contact is made or the person does not wish to take up the offer, we will go to the next person on this list.

It is our intention that all our procedures should be carried out fairly and professionally. When making a decision we will always advise you in writing of the outcome. If you disagree with our decision you can:

* Ask us to explain our decision;
* Ask us to look at our decision again to check whether it is correct;
* Appeal against the decision within ONE MONTH.

# **What’s important to us about how we run IHM?**

**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.

At IHM we strive to prevent homelessness and address housing issues. We promote tenant involvement in all aspects of the service. We work in partnership with other agencies to enhance all aspects of our tenants’ wellbeing.

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 working closely alongside tenants to achieve positive outcomes but with the emphasis remaining on self-development.

# 

# **Equality and diversity - what we believe**

HHA 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

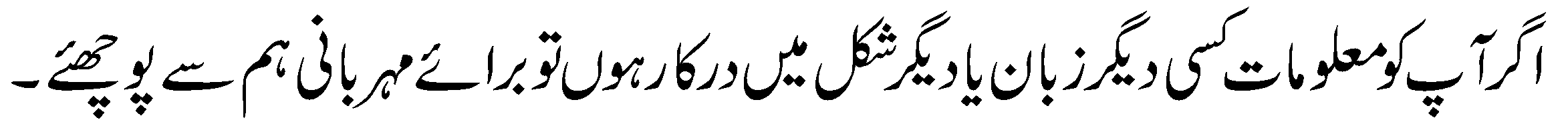
Supported Housing, Care Quality Commission Standards or The Regulatory Framework for Social Housing in England from April 2012 (HCA March 2012)

* 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.

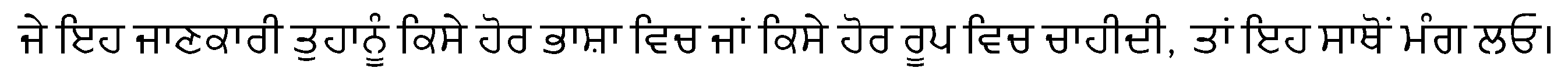
***If you would like any more information, please contact us at the scheme address detailed previously.***

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

Urdu



Punjabi



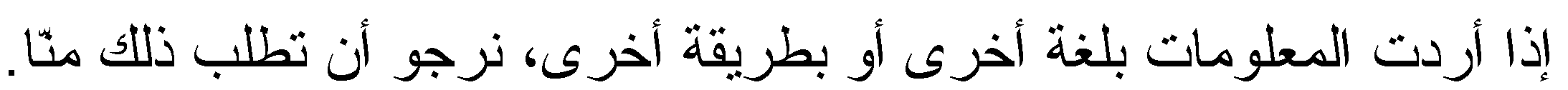
Farsi



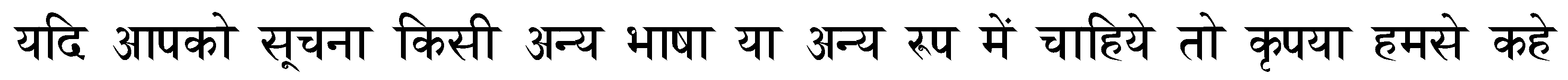
Bengali



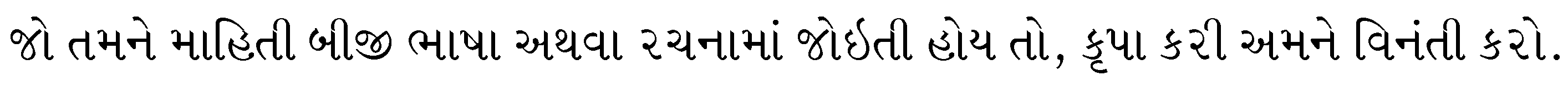
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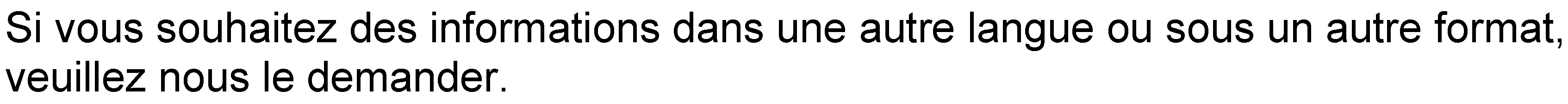
Hindi



Gujarati



French



Turkish



Swahili



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