

Fairmount

Service Description

A Guide to the Service and How to Access it

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# Introduction

Welcome to Fairmount. 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.

Our service is for people who are aged 18+ who have experienced rough-sleeping and are looking for accommodation and housing-related support. We are based in Bradford.

We provide supported accommodation. We will work alongside you to help you achieve your housing, health and wellbeing, and employment goals.

Our accommodation consists of:

* A block of 17 self-contained, fully furnished flats, with an on-site office.
* 29 self-contained, fully furnished houses in the community.

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

There is no set length of stay Fairmount, you can stay as long as you need to.

**How does the service work?**

If you live in our **supported accommodation** you will have access to the Fairmount Team 24 hours a day, 7 days a week. Staff access may be on site or by telephone, depending on which property you are living in. The Team will help you to manage your tenancy and support you with your independent living goals.

You will always be fully involved in and central to planning your support. 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.

A 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 contact with you on a regular basis. The frequency and length of these contacts is flexible, depending on your situation, goals and preference at the time. You can also choose the type of contact, such as a face-to-face meeting, phone call or video call. Meetings can be at home or another agreed place.

We like to see you at least once a week to ask how you are and see if there is anything you need. We also have an ‘open door’ policy so you can call into the office or ring us any time you like.

Together, you and your worker will create a plan to record your goals and the steps to make them happen. It 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 journey, 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 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 gain the knowledge and skills to manage a tenancy independently and successfully.

We liaise with local housing departments, other housing associations and private landlords to help people when they are ready to move on in a planned way 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?

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 the support.

# How can you access the service?

**Who can apply?**

You can apply for our service if you:

* Are aged 18 or over, and living in the Bradford Metropolitan District.
* Are experiencing long-term or repeat rough sleeping and experiencing multiple challenges such as with mental or physical health, learning difficulties or disabilities, substance use or recovery, or experience of the criminal justice system
* Would like to work alongside us on your housing, health, wellbeing and employment goals, and maintaining or developing independent living

Our accommodation is available for single people or couples. Some of our accommodation is specifically for men only.

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?**

If you want to access our service, you need to go through the Bradford Homeless Outreach Partnership (BHOP). BHOP is available Monday to Friday: 8am – 4pm.

* You can contact BHOP directly yourself; or
* A representative can refer you to BHOP. For example, this could be a health worker, family member or any other person involved in supporting you.

How to contact BHOP:

 Phone: Call 07852 041419 and say that you would like help

 Email: Send an email to Bradfordhop@hortonhousing.co.uk

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

**What happens next?**

A member of the BHOP Team will confirm that you would like to be referred to Fairmount. They will ask you for a few details and let us know. This will include risk and safety and what your goals are. Then together we can check if the service will be right for you.

When a vacancy is available, the BHOP Team will let you know and we will speak to you to make sure that you are happy with the decision. We will also invite you to look around the accommodation and speak to the Fairmount Team about the service. This is to help you decide whether you think the accommodation and service are right for you. If you are happy with the accommodation and service, we will support you to move in. This usually happens on the same day.

On the day that you move in, we will provide you with home essentials such as bedding, kitchen equipment and toiletries. We will also give you some information that you will need to help you settle into your new home.

There are a few things we will need to do with you on your first day, such as applying for Housing Benefit, explaining home health and safety precautions, and signing your support agreement and tenancy agreement.

We will see you regularly, usually daily at first, to check that you are settling in and have everything you need, and so we can start getting to know each other.

**Our first meeting after moving in**

Once you have settled in, we will meet with you for a conversation about what you need.

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.

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.

If you prefer, we can do this over a number of shorter meetings.

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 Fairmount Team offers help with a range of tenancy management related tasks, such as:

* Applying for Housing Benefit
* Paying your rent or service charges
* Reducing arrears
* Understanding your occupancy agreement
* Identifying and reporting repairs and maintenance issues
* Keeping your home clean and tidy
* Dealing with nuisance issues
* Feeling safe and secure in your home

It is entirely up to you which aspects of your life you choose to have support with. Here are some examples of other support 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

If you are unhappy with a decision we have made, including access to service, 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.

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.

We will give you a Handbook and Support Agreement. They provide more information about all your rights, and some helpful advice. If you live in a Horton Housing property, we will also 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.

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 developing your 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.