

# **STARS – Substance Tenancy & resettlement Service Service Description**

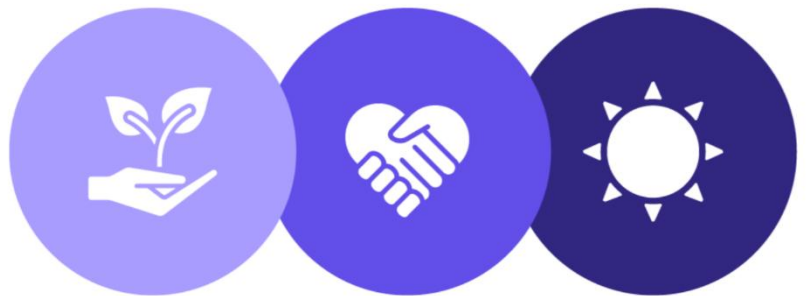
**A Guide to the Service and How to Access it**

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**Be Supportive**

**Be Respectful**

**Be Bold**

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## Introduction

Welcome to STARS (Substance Tenancy & Settlement 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.

Our service is for single people who are homeless and abstinent or in recovery from drug or alcohol use and looking for housing with housing-related support. We are based in Huddersfield and our houses are across the Kirklees district.

We provide Supported Housing and have a team of staff who provide housing related support. Intensive support is provided at our service and people accessing the service should require and expect to receive support contact several times a week.

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

Our supported housing has 15 self contained single occupier houses across Kirklees, to be occupied by people who are currently in treatment or recovery from drug or alcohol use. However, we will also consider those who are experiencing challenges with current drug or alcohol use, but not necessarily in treatment or recovery yet.

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

STARS is short-term for up to 9 to 12 months supporting people to build on their strengths and get ready for their next stage – whether moving into independent housing or growing independence where they already live. This time period can be extended for people who would benefit from a bit more time to keep moving forward. We can discuss this with the person and the Council that funds our service.

## How does the service work?

The STARS team are available Monday to Friday, between 9am – 5pm . There is flexibility to work with you outside of office hours in emergency situations.

If you live in our **supported housing**, you will have access to our Out of Hours service 24 hours a day, 7 days a week. Access may be on site or by telephone, depending on where your home is located.

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 may vary, 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.

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 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 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.

## **Is there a cost for the service?**

In our supported housing, 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 single, aged 16 or over; and or at risk of not accessing or sustaining a home because of support needs that are of previous or ongoing challenges with alcohol or drug use. This may include people on discharge from prison or residential rehabilitation; people in recovery; people experiencing challenges with their drug /alcohol use who are not yet in treatment or recovery. In need of and willing to accept support and agree to work proactively with their support worker to become ready for independent living.

Our team does not provide services such as bathing, cleaning, shopping, administering medication or other tasks generally referred to as personal or health-related care. However, we are happy to help you get in touch with other services that provide this type of care.

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

When allocating places, we consider each person's current situation. Where spaces are limited, priority is given to the person whose circumstances are most pressing at the time. As we do not hold a waiting list we will only have one referral at a time .

### **How can you apply?**

If you want to access our service, please contact Kirklees Council's Housing Solutions Service

- You can contact Housing Solutions yourself; on **01484 221350**
- A representative can refer you to Kirklees Council's Housing Solutions Service. For example, this could be a health worker, family member or any other person involved in supporting you.

How to contact

- Call **01484 221350** and say you would like help
- Call into the office at  
Housing Solutions Service  
Huddersfield Customer Service Centre  
Civic 3  
High Street  
Huddersfield HD1 2YZ – and ask for a housing assessment appointment
- Send an email to [housing.solutions@kirklees.gov.uk](mailto:housing.solutions@kirklees.gov.uk) and you will get a response
- You can also visit [Kirklees.gov.uk](http://Kirklees.gov.uk) website and search Housing
- If we have a vacancy, we offer it to Kirklees Housing Solutions first. If they are unable to fill it after 7 days, we can explore alternative access routes.

**If you are homeless and have nowhere to sleep, outside of office hours please phone Kirklees out of hours homelessness service on 01484 414933**

### **What happens next?**

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

What will we ask you about?

- A few details about you, so we can make sure the service is a good fit
- What you would like help with and what your goals are
- Any safety concerns you are aware of in respect to yourself or others

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 so, we will move to the next stage and arrange for you to view our vacancy and then arrange a move in date if you accept the offer of the house with support.

If we feel the service is not the right fit to support you, we will explain why. If you agree, we can help you find a more suitable service and support you with the application.

### **Our first meeting**

Our first meeting will be a conversation about your priorities.

- The meeting can take place in your own home, at our office, or at a mutually agreed venue. If you are in custody, we can come to the prison or meet you via video link.
- 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 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 planning journey.

### **What we do with your information**

The information you share will help us work out the best service to help you. We keep your personal information safe and only use it to help provide our service—like checking if the service is right for you, arranging support, and keeping in touch about your application. We follow our Data Protection Policy (just ask if you would like a copy).

If you are ever unhappy with a decision we have made, you can appeal. We have an Appeals Procedure and will guide you through it if needed.

If you would prefer support from someone outside Horton, you can also get help from independent organisations such as:

- Citizens Advice
- Housing advice services
- Welfare rights organisations
- A friend or family member

We have a list of advice and advocacy agencies that may be able to help. Just ask the service or contact Head Office for 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.

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 **empowerment**, 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.

We will give you a Handbook and Service Agreement. They provide more information about all your rights, and some helpful advice. If you live in a Horton Housing home, we will also give you an occupancy agreement and explain everything in it. In STARS self-contained homes we offer assured shorthold tenancy agreements. People who live in our homes have their own keys and we respect their privacy.

Our well-trained, knowledgeable, professional team 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



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 homes 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
- Join in with one of our Scrutiny Group or local activities and help shape how we do things – or just share your thoughts with your worker.

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.

If you live in our supported housing, 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.

If you need us to communicate with you in a different language or format—whether for written information or day-to-day conversations—just let us know and we will do our best to help.

## **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](mailto: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.

Horton Housing's Scrutiny Group invites all who access our services to come along and give their say on the services and homes we offer. Join in with one of our Scrutiny Group or local get-togethers and help shape our services for everyone. We welcome all voices, and your worker will be able to give you more details. Or simply pass on any thoughts you have, whenever they come up.

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

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

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