

# YPASS

## Service Description

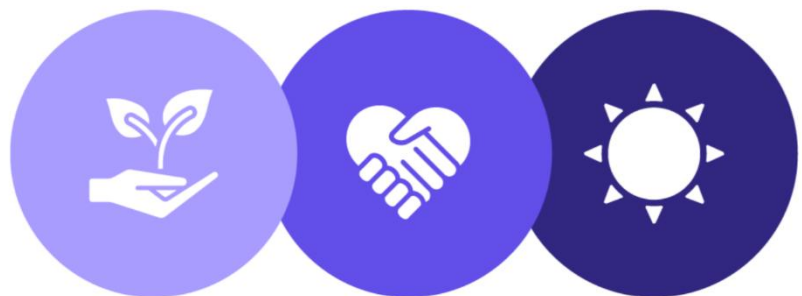
### A Guide to the Service and How to Access it

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Be Supportive

Be Respectful

Be Bold

**Contents**

**Introduction..... 3**

**How does the service work? ..... 3**

**Is there a cost for the service? ..... 4**

**How can you access the service? ..... 4**

**What can you choose to have support with? ..... 7**

**What can you expect from us? ..... 88**

**How can you contribute?..... 9**

**How will we communicate with you? ..... 10**

**How to have your say ..... 10**

## Introduction

Welcome to YPASS [Young People's Prevention and Support Service]. We are part of Horton Housing. This Guide explains our service, what to expect from us and how you can be involved.

Our service is for people who are aged 16 – 25 and looking for housing-related support. We are based in Halifax but we operate across the Calderdale district.

We provide support in the community. We will work alongside you to help you achieve your housing, health and wellbeing, and employment goals.

Support in the community is also called 'floating support'. This means that a member of our team visits you in your own home, or you can choose where we meet.

YPASS is short to medium-term for up 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.

There are a number of different elements that make up the YPASS service. You may only access one of these elements or you may move between them depending on your needs. The elements consist of:

- Floating support – support delivered to you regardless of where you live
- Mediation – this is provided to you and your family/carer to prevent relationships from breaking down and you being asked to leave your home.
- Early Intervention & Prevention – they provide low level support and brief interventions to you to help you access accommodation and become ready for your own tenancy. They also provide housing advice and can show you how to register with housing providers.
- Client involvement – we run a number of sessions that you can get involved with when you are part of our service. These include cook and eat, dungeons & dragons and book club.

## How does the service work?

The **floating support** service is available Monday to Friday, between 9am and 5pm. There is flexibility to work with you outside of office hours and at weekends.

You will always be fully involved in and central to planning your support. You and your support coach 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 support coach 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 support coach 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 support coach will create a 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 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?**

There is no charge for floating support.

## **How can you access the service?**

### **Who can apply?**

You can apply for our service if you are:

- o Aged 16 – 25
- o Living in Calderdale
- o Homeless or unsuitably housed

The floating support service can support single people, couples and families.

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. If situations are assessed as comparable, the place will be offered to the person who has been waiting the longest since their initial referral.

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

If you would like to access our service, please contact Calderdale Council's Single Point of Access (SPoA):

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

How to contact SPoA:

- To make a referral: <https://new.calderdale.gov.uk/housing/homelessness/housing-related-support>
- If you need help to make a referral, please get in touch with us on the number below

They will take some details from you and pass them on to us at Horton Housing.

For an informal chat about our service, you can contact us on 01422 385993.

If you are homeless and have nowhere to sleep, outside of office hours please phone 01422 288000.

### **What happens next?**

Once we have your details, we will contact you to arrange an assessemnt.

This information 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).

## **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, in temporary housing or at a mutually agreed venue. We can also have the meeting by phone or video call if that suits you better. 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.
- If you are applying for a supported housing service, 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 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 no space is available, we will offer you a place on our Intervention list. We will contact you every 2 weeks as a minimum and provide low level support. When we have a space, we will contact you again and arrange for you to meet your support coach.
- Occasionally, an emergency referral will take priority over the Intervention list.
- 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.

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. At YPASS, we have access to 14 flats and 2 crash pads. If you live in our accommodation, you will also receive a licence agreement and your housing officer will explain everything in it. 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 support coach 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 involvement activities and help shape how we do things – or just share your thoughts with your support coach.

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 have 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 support coach can 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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