

Supported Housing Tenants and Residents Charter

Housing Support Transformation

Date: December 2017
Author: Gill Taylor
Version: Final Draft

Housing Support Transformation

Tenants & Residents Charter

Who is the Charter for?

This Charter is for people living in **supported housing** or receiving **housing support** from Haringey Council, who may be affected by changes as we improve and remodel these services.

At the back of this document there is a glossary explaining all the words written in **bold type**.

Why has the Charter been written?

Lots of different people, including older people, young people, adults with mental health conditions and learning disabled people live in supported housing or receive housing support.

In 2016 Haringey Council completed a review of these services. We collected data, visited services, assessed buildings and learnt about what people want from their housing support. The review found that some services are not offering the support people need, some buildings are no longer suitable and there are barriers stopping some people from living independently when they want to.

As a result of the review, over the next five years the council will be:

- designing and **commissioning** new, modern housing support services that offer inclusive and empowering support
- remodelling and building new supported housing properties that better meet the needs and aspirations of people with housing and support needs

This will involve getting to know the people who use services and working together to make the changes in partnership. Working together in this way is called **co-production**.

This Charter will tell you how the council will:

- Encourage and empower you to play an active role in improving and changing services you receive
- Work with people whose support may be changing or who may need to move home as part of this programme
- Ensure housing support services are of a good quality
- Learn from our past experiences of making changes in supported housing services

Pledge 1 - We will work with you to develop improved housing support services

- Before we make any changes to housing support services, we will ensure people who use these services have a say in what happens
- We will give you the opportunity to take part in choosing new **support providers**
- We want to create an ongoing process of communication with people who use housing support services
- We will offer different ways to contribute that are suitable to your requirements and abilities

Pledge 2 – You will be offered opportunities to influence how your service is changing

- We will make sure there are lots of ways you can contribute to any proposal for change, for example in workshops, face-to-face meetings and surveys
- We will tell you how your views have been taken into account
- You will have a named officer who you can contact to talk about the changes and the plans for the service if your service is closing

Pledge 3 – You will be offered tailored support if you need to move out of supported housing as part of this programme

- You will have a **personalised** move-on plan that explores where you want to live, your **access requirements** and your support networks
- You will have a named officer who will support you as you move into your new home - this may be your existing support worker or someone new.
- You will be supported to find suitable alternative housing and support that is appropriate to your needs
- We will offer help to make your move go smoothly.
- We will make sure you still receive the support you need in the transition to your new home

Pledge 4 – We will involve you in making sure that the support you receive is high quality

- Our support services will be **person-centred, holistic** and tailored to the needs, aspirations and identities of the people who use them

- Our support services will empower people to stay well, be independent and participate in their local community
- We will ensure you have the opportunity to make decisions about the support you receive and the home you live in
- We will work in partnership with you to regularly review and inspect the quality and value of our housing support services
- We will create regular opportunities for people who use services to meet with council commissioners to give their views on the services being provided

Pledge 5 – We will recognise and celebrate your contribution to change

- We will offer people who use housing support services training and support to participate in service design and delivery
- We will cover travel costs and provide refreshments for people who contribute to the development of our services in this way
- We will discuss with you how best we can acknowledge your contribution
- We will ensure that your contributions are documented in our reports and plans and shared with other Haringey residents on our website

Pledge 6 – We will take your complaints seriously

- We will require all our housing support providers to have a complaint policy and to actively encourage people to give feedback
- We will require all our housing support providers to tell us about the complaints they receive and what they have done to resolve them
- If you are unhappy with the response to a complaint from your service provider, you may contact council commissioners to investigate

Glossary

Access requirements: this means the requirements you have to live safely and independently if you are disabled, for example if you use a wheelchair your access requirements would be for a property that is adapted appropriately. This might include ramps, lowered kitchen units, automatic door entry systems etc.

Commissioned/commissioning: this is the way that the council buys the services it wants to be available in the borough and then reviews them to make sure they do a good job of supporting people. The council uses its money to pay specialist organisations to work in the borough with our residents.

Co-production: this is when the council works with tenants and residents to design new services as a partnership.

Floating Support: support provided to you in your home to empower you to live healthily and independently in the community and prevent you from becoming homeless or unwell.

Holistic: this means considering all the aspects of your life and not just focussing on housing. A holistic way of working with someone would be to ensure their housing, health, social and financial needs are being met.

Housing support: support that helps you to remain independent or move into independence after a period of homelessness. Support might include helping you to understand your tenants' rights, access health services or find local activities to help you settle in to a new area. For each person it will be different according to what they need.

Outcomes: these are the goals you want to achieve by receiving housing support, for example an outcome might be getting a job, learning how to manage your money better or reconnecting with your family.

Personalised: this means support that is personal to you, that looks at you as an individual and recognises how your personal identity and experiences will affect the support you need.

Person-centred: this means putting you at the heart of the support you receive, focussing on what you want and who you want to support you in your life.

Supported housing: housing where support to live healthy, independent lives is offered as part of the tenancy. This includes hostels for homeless people, refuges for survivors of domestic violence, supported living, sheltered housing and foyer accommodation for young people.

Support providers: these are the organisations who provide your supported housing or floating support. In Haringey, we work with hundreds of support providers who are specialists in working with different people. For example, HAIL is a support provider for learning disabled people in Haringey