

An Introduction to South Holland District Council Tenancy Support Service



The aim of Tenancy Support is to help you settle into your new home and to maintain your tenancy

- How we work
- How it works
- Important telephone numbers

An Introduction to South Holland District Council Tenancy Support Service



Language Line

We subscribe to Language line, a telephone interpretation service to help us in communicating with customers who do not speak English as a first language. If you require further assistance, or information in another language, please contact us.

نحن مشتركون مع لانغويج لاين (Language line)، وهي خدمة الترجمة الفورية عبر الهاتف لمساعدتنا على التحدث مع الزبائن الذين لا يتكلمون اللغة الانجليزية كلغة أولى. يرجى الاتصال بنا إذا اردت المزيد من المساعدة أو المعلومات بلغة أخرى.

Arabic

我们使用语言线 (Language line) 公司的电话翻译服务, 帮助我们与英语不是母语的顾客沟通。如果你需要更多协助, 或需要此信息的另一种语言版本, 请与我们联系。

Mandarin

W celu komunikowania się z klientami, których jęz. ojczysty nie jest jęz. angielskim korzystamy z usług tłumaczenia przez telefon Language Line. Prosimy o kontaktowanie się z nami w celu uzyskania pomocy lub informacji w innym języku.

Polish

Temos uma assinatura com a Language Line, um serviço de interpretação por telefone que nos permite comunicar com os nossos clientes cuja língua materna não é o inglês. Se necessitar de informação ou de assistência noutra língua deve contactar-nos.

Portuguese

Наша организация является пользователем услуг компании Language line. Language line оказывает услуги телефонного перевода для общения с лицами, не владеющими английским языком. Если вам нужна дополнительная информация об этих услугах или если вы хотите получить информацию на другом языке, просим сообщить нам об этом.

Russian

Large print Braille, audio

This leaflet is available in large print, Braille and audio versions on request. If you or someone you know would like to receive a copy in any of these formats, please telephone 01775 761161 and ask to speak to Customer Services.

Contents

Contents

How it works

Step 1	Referral
Step 2	Assessment of needs
Step 3	Support Plan
Step 4	Review
Step 5	Final Review

How we work

Data Protection Statement
Equal Opportunities Statement
Child Protection Statement
Confidentiality Statement
Complaints Statement
Protection from Abuse Statement
Health & Safety Statement

Useful and emergency telephone numbers

Own important telephone numbers

If you have difficulty in understanding any of this information, your Tenancy Support Worker will answer any queries. Please feel free to ask.



How it works

Referral

Referral

You have decided that you need some help because:

- you are homeless or in a housing crisis
- you are struggling to cope with your tenancy
- you have completed a referral form or somebody from Housing Advice or another agency has done this for you with your agreement.

A Tenancy Support Worker will then contact you with an appointment to visit you and to have a chat about your situation. However, due to a high demand for this service, we may place your name on a waiting list until the support worker is able to take your case on. We will let you know if this happens.

Assessment of Needs

Assessment of Needs

There is a form for you to identify ways a Tenancy Support Worker would be able to help you.

Support Plan

Support Plan

This shows how you and your Tenancy Support Worker are going to tackle the problems you have said that you need help with.

Review

Review

This is to see how well things are going and whether support is still needed. There can be a number of these as they are useful for you and your Tenancy Support Worker to measure what you have achieved and what still needs to be done.

Remember you can ask for a review, you do not have to wait for your Tenancy Support Worker to suggest it.

Final Review

Final Review

A final review records the fact that you and your Tenancy Support Worker have decided that you no longer need support.

All these documents belong to you but we will keep copies on your file at the Council offices. It may be that you only need support for a very short time, for several months or even longer.

The support offered to you, although recorded, is informal and always with your agreement.

We will keep contact notes along with records of visits and telephone calls. These notes will also record work done on your Support Plan and referrals to other agencies etc.

How we work

Data Protection Statement

Data Protection Statement

South Holland District Council (SHDC) has a Data Protection Policy covering the many services it offers. We will promise that any information we collect will not be shared with anyone outside the SHDC Housing Team, without your written permission. The only exceptions would be, if we were required to do so by the law, or by the courts.

You can feel safe in the knowledge that the information you give us will only be used to make sure that we are doing our job properly.



**Equal
Opportunities
Statement**

Equal Opportunities Statement

SHDC has an Equality and Diversity Policy to ensure that service users and staff are treated equally regardless of gender, sexual orientation, race, colour, ethnic origins, nationality, religion, cultural background, domestic circumstances, disability, illness or age. Tenancy Support will positively promote equality of access to the Service, by working closely with the Housing Advice Officers (the front-line workers) at SHDC, and all other agencies to ensure that families and individuals who are struggling to maintain their tenancies or, who have already become homeless, are referred for our support.

A Tenancy Support Worker will treat all the families, and individuals they support with dignity and respect, with equal regard for their feelings and beliefs, irrespective of their way of life. The Service will try to be appropriate to race, culture, gender, sexual orientation and religion. This means that we will be sensitive and responsive to individual and family needs. We expect to challenge racism and discrimination and to be challenged about the best ways to provide support and advice. The Service aims to be inclusive so that all families feel valued, irrespective of any disability or circumstance.

**Child
Protection
Statement**

Child Protection Statement

South Holland District Council subscribe to the Lincolnshire Safeguarding Children Board's Guidelines and Procedures.

A Tenancy Support Worker aims to work in partnership with other agencies, to promote the rights of children, particularly their right to be safe and protected. They recognise that bringing up children can sometimes be stressful and difficult, and especially so, in unsuitable housing. A Tenancy Support Worker will give information about existing services there to help, and encouragement to use them.

**Confidentiality
Statement**

Confidentiality Statement

SHDC has a policy to do everything in its power to ensure the confidentiality of its staff and service users.

A Tenancy Support Worker will do everything in their power to keep copies of your documents safe. Files will remain in the Council Offices and we will only keep information necessary to provide you with a good service. You may wish to talk to your Support Worker about personal issues and problems, please bear in mind we may need to share this information within the team to help them to work with you, but we will tell you if we do. You have the right to read the information that we have in your file. If you think that it is incorrect, you have the right to request it to be deleted or amended. The only information that you are not able to see is any 'third party information'. We try to limit this by asking outside agencies to share this with you but any given will be kept safe in a locked cupboard.

**Complaints
Statement**

Complaints Statement

SHDC operates a complaints policy which aims to deal with complaints promptly. A copy of this policy is available from the Council Offices or from our website: www.sholland.gov.uk



**Protection
From Abuse
Statement**

Protection from Abuse Statement

A Tenancy Support Worker aims to ensure that anyone they are supporting is protected from abuse. If a family member, friend, paid worker or anyone hurts, threatens or takes advantage of you - this could be abuse. The team understand that abuse is very difficult to talk about, however, please DO talk to us and we will be able to help.

**Health and
Safety
Statement**

Health and Safety Statement

A Tenancy Support Worker has a duty to look after their own health and safety, but also to support you in understanding health and safety issues. We will encourage you to be responsible for your own safety and that of others.

**Telephone
numbers**

Important telephone numbers

National Drugs Helpline - FRANK	0800 776 600
National Debtline	0808 808 4000
NHS Direct	0845 4647
Parentline	0808 8002 222
Platform (Advice and information for females aged 13-25)	01754 612424
Relate (Marriage Guidance)	01205 315920
Samaritans	0845 790 9090
Sexwise (Anything to do with sex Relationships and contraception)	0800 282930
Shelter (Help with Housing Issues)	01522 575000
Johnson Hospital	01775 722386
Welland Hospital	01775 766800
Social Services	01522 552222
Social Services (out of hours)	01529 413366
Surestart (Help for parents of under 5s)	01507 474411
The Commission for Racial Equality (Information on all issues of racial discrimination)	0207 939 0000
Transco	0800 111 999
Traveline (Bus, train,coach, ferry, underground)	0870 608 2608
Victim Supportline	0845 303 0900
Police, Fire, Ambulance	999

