

Appendix 2 – Extract from contract specification and Supporting People Grant outcomes

Each service user/ family will have their needs assessed and a person centred support plan will be developed. The outcomes identified under the supporting people framework are:

Promoting Personal and Community Safety

1. Feeling Safe
2. Contributing to the safety and wellbeing of themselves and of others

Promoting Independence and Control

1. Managing accommodation
2. Managing relationships
3. Feeling part of the community

Promoting Economic Progress and Financial Control

1. Managing money
2. Engaging in education/learning
3. Engaged in employment/voluntary work

Promoting Health and Wellbeing

1. Physically healthy
2. Mentally healthy
3. Leading a healthy and active lifestyle

The list below is merely guidance on some of the support the Wallich may assist with. All support is based on identified need.

Promoting Personal and Community Safety

Feeling safe

- Create a safe and homely environment for people to live in within the temporary accommodation, safeguarding where appropriate individuals within the scheme. Or advising Service Users of how to keep safe within their home or when they are out and about within their community.
- Instructing what to do if they find they are in trouble offering useful telephone numbers if required.

- Supporting Service Users to comply and adhere to any health and safety procedures within the scheme, or looking at security in and around their property to see if any recommendations could be given to improve the dwelling.
- Referring to other agencies such as victim support if necessary

Contributing to the safety and wellbeing of themselves and others

- Promoting personal safety by offering advice to minimise risk e.g. self-harm, safe drug use, and the importance of taking prescribed medication.
- Create a safe neighbourhood within the scheme and the surrounding vicinity, informing Service Users of unacceptable behaviour and consequences of such behaviour. Or when a Service User moves on research neighbourhood watch schemes within the community and encourage service users to participate.
- Look to support the Service User to develop positive relationships within their neighbourhood.
- Support individuals to tackle anti-social behaviours within the community.

Promoting Independence and Control

Managing accommodation

- Provide support with an emphasis on managing and addressing their issues which could threaten their tenancy or license agreement.
- Work with The Council to support Service Users to explore realistic options for alternative housing such as private renting, shared accommodation or returning home
- Support the Service User to identify any hazards to the scheme, or adaptation/repairs needed to their property and sign post/support so they make contact with the maintenance/landlord or relevant agencies.
- Support individuals with disputes, providing advice and practical solutions. This could include moving rooms within the scheme, or if the Service User has their own tenancy giving information about mediation or legal help where appropriate.
- Offer general advice which could include discussing issues which affect their ability to maintain their home.
- Where appropriate establish relationships with landlords to build trust and confidence that the tenancy will not fail

- Discuss the conditions of the tenancy/licence agreement making sure that the Service User understands any repercussions that could occur. For example not paying the rent/service charge, drug use/supply or non-occupancy.
- Advise and help to purchase essential items for the property e.g. from DIY stores, electrical appliances.

Managing relationships

- Develop or Maintain links with families, friends or support services.
- Where relationships are strained or have broken down refer for mediation
- Discuss any behaviour which has been displayed or incidents that have happened which could affect their tenancy/ license or relationships within the community or scheme.
- Develop strong strategies to manage relationships amongst the service, ensuring the safe guarding of other tenants is at the centre.

Feeling part of the community

- Make enquiries with/on behalf of the Service Users to look at local groups such as 'meetups' or 'mindfulness' groups to enhance health and wellbeing and develop a social network.
- Help Service Users develop relationships with their neighbours or within the scheme and the wider community
- Help reconnect clients with their community

Promoting Economic Progress and Financial Control

Managing money

- Look at income and make provisions to maximise revenue, such as applying for benefits or lowering debt payments
- Look at any grants Service Users may be entitled to, or help complete any HB claim forms (if appropriate). Providing letters to support any benefit or grant claims
- Facilitate contact with utility companies looking at payment options.
- Communicate with the Landlord and Service User to negotiate re paying arrears accrued. Or support service user to maintain

a payment plan for any arrears which have accrued during the service.

- Encourage Service Users to tackle debt or financial issues, this could be drawing up budget plans or sign posting to debt agencies/citizens advice.
- Promote financial inclusion, providing help with setting up bank accounts/ post office accounts etc.
- Provide information to inform Service User of any discount schemes, such winter fuel payments or direct debits.

Engaging in education/ Learning

- Undertake a prompting role teaching life skills, this can include demonstrating the use of equipment or drawing up a household rota
- Encourage to live in an environmentally friendly way conserving energy or recycling where possible.
- Look at any training courses to make better use of a Service User's time, which could enhance skills.

Engaging in employment/volunteering opportunities

- Engage Service Users in meaningful activities which can enhance wellbeing and reduce isolation. Such as voluntary work, training or employment.
- Develop employability skills with the Service User, such as mock interviews, help searching for jobs or provide support to complete application forms and refer to relevant employability related projects for additional support.
- Identify and explore volunteer programmes that can incorporate the individuals interest

Promoting Health and Wellbeing

Physically Healthy

- Prompt or where necessary accompany the Service User to initial visits e.g. health appointments or other community based services.
- Help with registration with local services such as GP's, dentists or opticians
- Encourage Service Users to be proactive in resolving any health issues they may be experiencing

- Arrange prescription collection services. Encourage clients to maintain any treatments and prescribed medication regimes.
- Explore any local fitness clubs within their community

Mentally Healthy

- Refer to specialised agencies that may be able to help with issues. For example anger, stress, self-esteem drug or alcohol abuse. Recognising and understanding triggers can improve health and wellbeing and prevent crises from emerging.
- Find out what interests and goals are wanting to be achieved and give information to help achieve this

Leading a healthy and active life style

- Teach cooking and hygiene skills. Offering advice on healthy eating
- Work within a multi-agency setting supporting Service Users with attendance to such meetings.
- Help organise routine screening appointments/ dentist, GP, optician.
- Help develop positive coping skills
- Help encourage regular exercise