

## Getting other versions of this pack

We can give you this pack in other formats, such as:

- In large print
- In Braille
- On an audio CD

Please ask a member of staff if you need this.

Other languages: if needed, we can get a translated version of this pack. If the language that you need is not below, please contact the Support Team on 01325 388549.

اگر آپ کو یہ کتابچہ انگریزی کے علاوہ کسی دوسری زبان میں  
درکار ہو تو برائے مہربانی ٹیلیفون نمبر 01325 388549  
پر فون کر کے حوالہ نمبر بتائیں۔

ਜੇ ਇਹ ਪਰਚਾ ਤੁਹਾਨੂੰ ਅੰਗਰੇਜ਼ੀ ਤੋਂ  
ਬਿਨਾਂ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਵਿਚ ਚਾਹੀਦਾ ਹੈ,  
ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਨੂੰ ਨੰਬਰ 01325 388549 'ਤੇ  
ਤੇ ਫੋਨ ਕਰੋ ਅਤੇ ਰੈਫਰੈਂਸ (ਹਵਾਲਾ) ਨੰਬਰ ਦੱਸੋ।

यदि आप यह प्रकाशन अंग्रेज़ी के अलावा अन्य भाषा  
में चाहते हैं तो कृपया संदर्भ नम्बर (रेफरन्स नम्बर)  
बताकर निम्नलिखित 01325 388549 पर संपर्क करें।

如果你需要其它語言的版本，請與以  
下電話聯係並報出參考號碼：01325 388549

যদি আপনার ইংরেজী ছাড়া অন্য কোন ভাষায় এই  
প্রকাশনাটির দরকার থাকে, তাহলে 01325 388549  
নম্বরে ফোন করুন এবং সূত্র নম্বর উল্লেখ করুন।

إذا رغبتم الحصول على هذه النشرة  
بلغة أخرى غير اللغة الإنجليزية نرجو  
الاتصال بنا على رقم الهاتف التالي  
: 01325 388549 مع ذكر رقم الإشارة.

Large Type

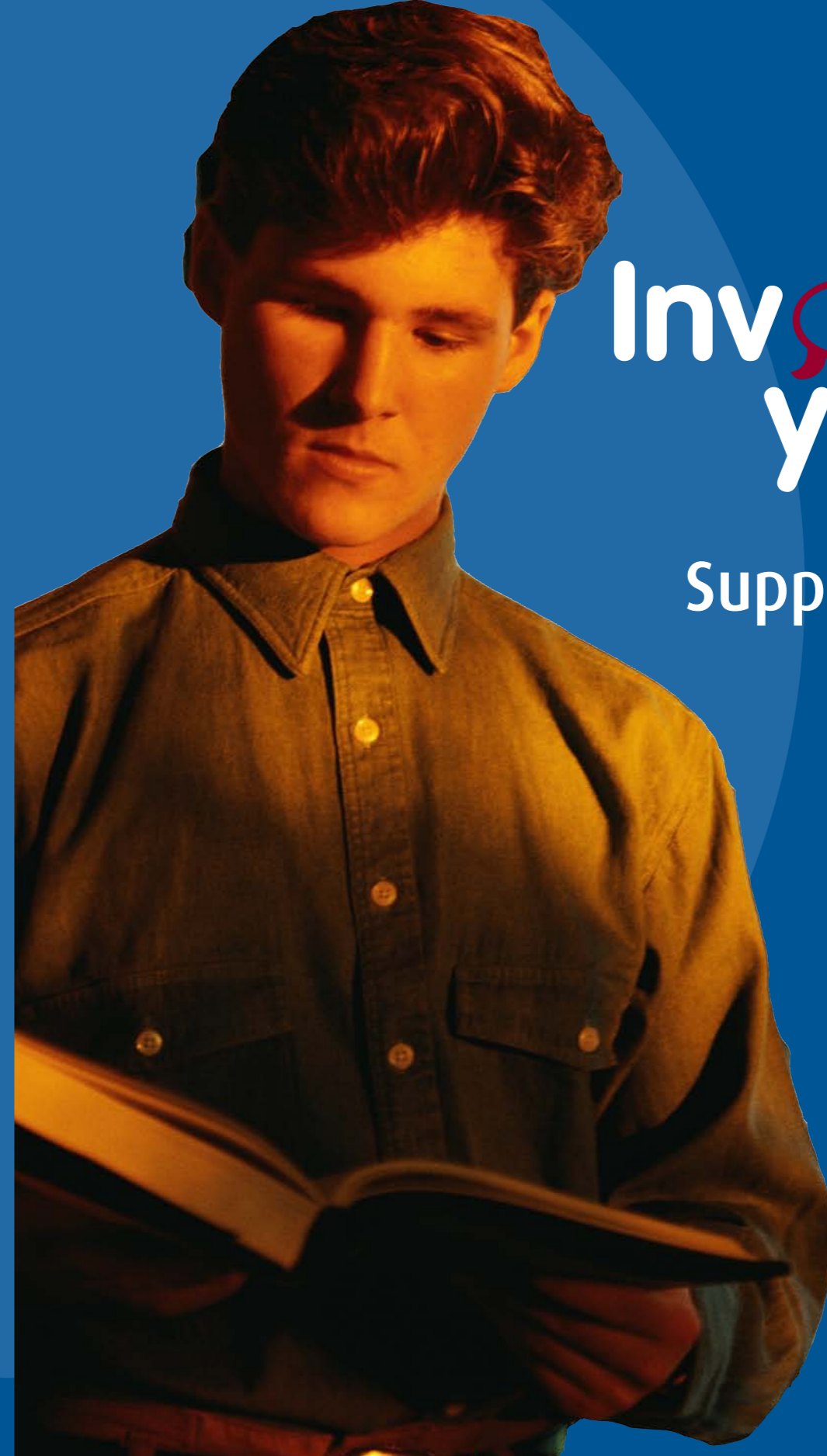
BRaille



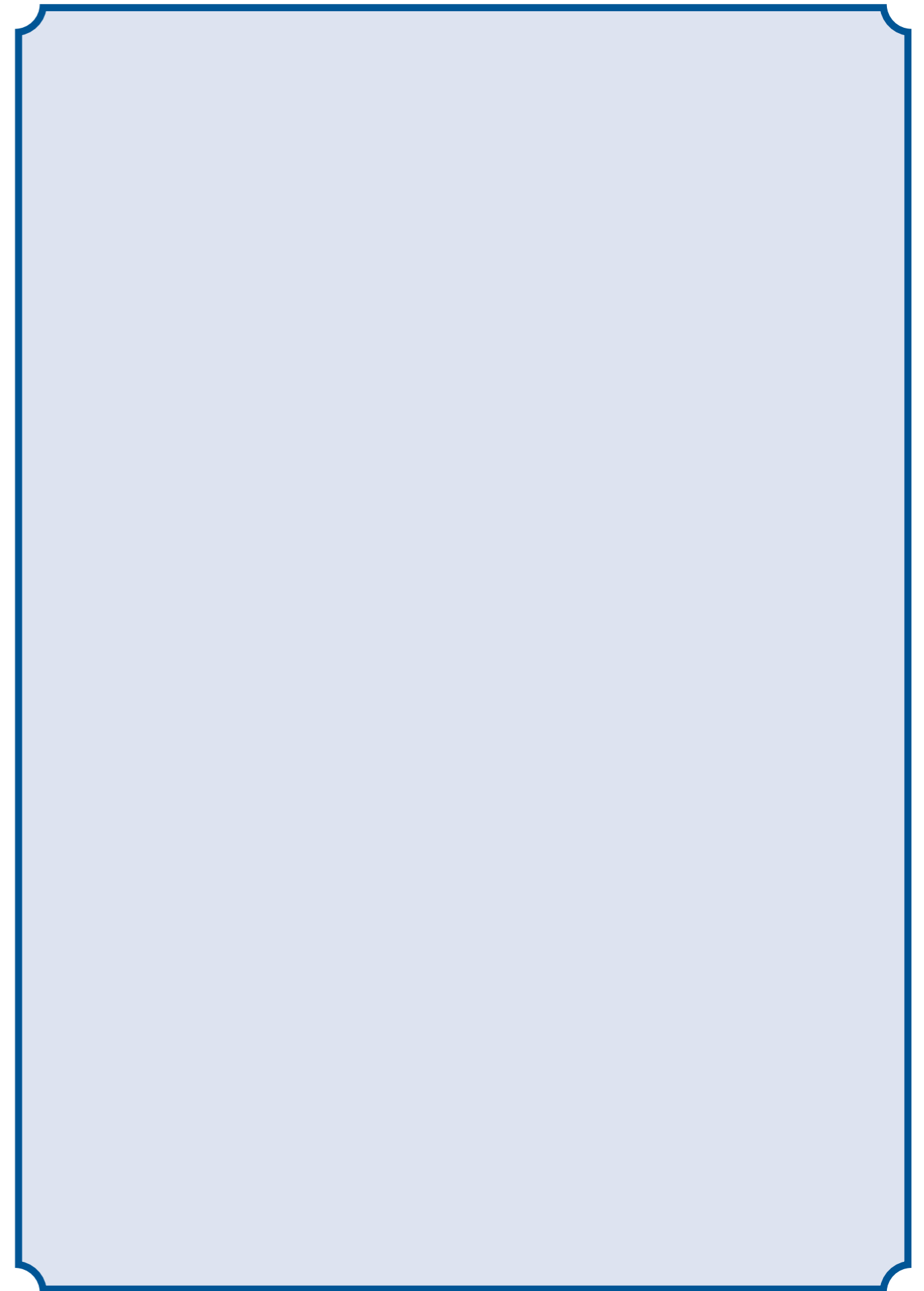
DARLINGTON  
BOROUGH COUNCIL

# Involving you

## Support Charter



# What can Tenancy Support do for me?



## If things aren't working

### If you are not happy with your support worker

If you feel you cannot get on with your support worker, or if you find it hard to communicate or you need support that your support worker can't provide, you should first try to sort out things with her or him.

If this doesn't work, you can contact the tenancy manager to discuss why you are not happy and what you can do next. Their contact details are in your information pack.

### Finding other support

You may decide that you do not want the support we offer, or that we cannot provide the support you need.

We will always discuss your views with you.

If we ask you to leave, that will always be the last resort.

If necessary, we will try to find a service that better meets your needs.

### Making a complaint

Your information pack contains details of our complaints policy.

If you have not seen a copy of the complaints policy, you can ask your support worker for one.



## Welcome

This support charter tells you about the standards and commitment you can expect from Darlington Borough Council's Floating Support Scheme.

This support charter is important. You can use it to find out what you can expect from us and check that you are getting it.

The support charter applies to you if you are receiving support services from us. You should read it with the information pack about the service you use.

If you need more information, please ask our staff who will be pleased to help you. We will try to provide information in formats and languages that meet your needs.

*Tenancy Support Team*

## Our commitment to you

We promise

- to help you achieve your goals;
- to help, advise and represent you, if and when you need us to;
- to treat you fairly and with respect;
- to help you make choices and respect your right to make your own choices, as long as they do not involve criminal activity, interfere with other people's rights, or break the rules;
- to protect you from abuse, discrimination and harassment;
- to trust and believe in you;
- to maintain your safety and dignity; and
- to meet our legal responsibilities to you.

## Our expectations of you

We expect you:

- to respect everyone who uses our service or works with you;
- to respect the policies of the service;
- to work with us so that we can support you appropriately; and
- to tell us when we could do things better.

## Local services

We give you information about local services that you may need, such as:

- benefits offices, doctors, dentists, hospitals, job clubs, probation services, refugee services, children's services and social services.
- libraries, leisure centres, colleges, bus routes, railway station and post offices;
- information services including legal advice, citizens' advice bureaux, tenants' associations, housing advice centres and money advice centres;
- places of worship that recognise your spiritual and religious beliefs;
- groups and organisations that can offer specialist advice, support and information related to your interests, needs and cultural background; and
- places and groups involved with your leisure interests, and places to meet people and socialise.



## Moving on

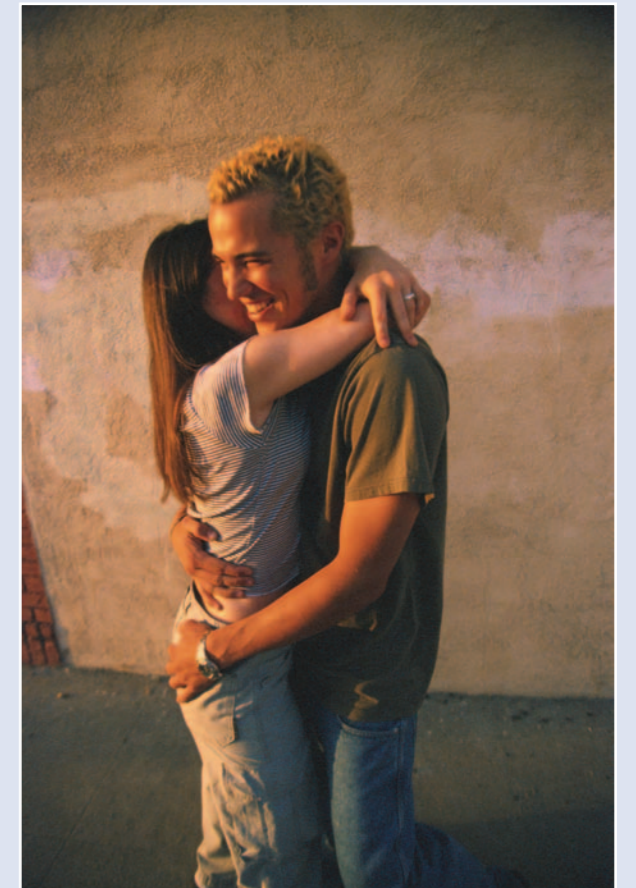
### Options and choices

Your support worker will give you information about your options for support when you leave the tenancy support team.

Your support worker will discuss these options with you and help you move on when you want to.

If you and your support worker disagree about whether or when you are ready to move on, you can discuss this with the tenancy manager.

We will support you after you have left by welcoming you back to the service on visits and by staying in touch.



## Your rights to see information in your file

You can see any information we hold about you in our files, except when the information:

- has been provided by someone on a confidential basis;
- would identify someone who has complained about you; or
- would put you or someone else at risk.

If you want to see your file, you can ask a member of staff to arrange this. You will need to give us 48 hours notice.

## Keeping your personal information confidential

You can keep any personal information about yourself private, unless and until you want to tell us about it. However, your support worker can't help you with issues she or he doesn't know about.

We will keep personal information about you confidential and share it only with your support worker, the immediate staff team who work with you and their managers, except in the following circumstances.

- We suspect someone else is at risk, for example, a child or adult who is vulnerable
- We think you are involved in illegal activity such as terrorism, illegal drugs or drug use on the premises, stolen property on the premises or benefit fraud.
- We have to release information under the terms of a court order.
- We suspect a crime has been committed by you, or against you, or where you may have evidence about a crime.
- We believe that there is a risk to you or to others.
- We believe that you are seriously physically or mentally ill and that it is in your best interests to get help.
- At your request or with your permission.
- To an advocate you have asked to represent you and given your permission to see the information we hold.



## Our support

### How we support you

We agree and regularly review your support plan, which will reflect your needs, aims and goals, and what we offer. We will provide you with a support worker who will:

- meet you within a week of you joining our service;
- agree your support plan with you, based on what you need and hope to gain from the service and what we offer;
- meet you at times you both agree; and
- keep notes of your meetings.
- aim to help you to live independently within two years.

### Our service standards

We aim to use professional staff with appropriate skills and regular training to provide our services. We will:

- provide services that are based on professional support skills;
- make sure our staff are properly supervised and managed;
- make sure our staff follow our code of conduct; and
- make sure we check with the Criminal Records Bureau whether our staff have any criminal convictions.

### The support we offer

We offer support in the following areas for up to two years.

#### Financial

- Claiming welfare benefits, budgeting, paying your bills and saving.

#### Skills for life

- Filling in forms, shopping, getting around, and managing your time.

#### Finding and applying for work, training or education

- Finding out about training and work education opportunities.
- Filling in application forms and preparing for interviews.
- Preparing for work, training or education.

## Finding suitable housing

- Finding out about housing opportunities.
- Filling in application forms
- Preparing to move.

## Household skills

- Learning how to use household equipment, such as a washing machine.
- Developing domestic skills, like cooking, cleaning, washing-up and ironing.
- Learning how a house works, like the water supply, electricity fuse box, gas supply and central heating controls.
- Developing household skills, like decorating, gardening and changing light bulbs.

## Health and hygiene

- Drugs, alcohol, smoking, diet, personal hygiene, medication and contraception.

## Social skills

- Using your leisure time.
- Assertiveness, confidence, dealing with conflict and anger management.
- Making choices and solving problems.
- Communication and making friends.

## Access to specialist counselling or therapy

We cannot provide specialist counselling or therapy. If you would like this, please discuss it with your support worker who will support you in finding out what services you can use, and help you to find available specialist organisations such as those offering counselling in:

- alcohol or drug problems;
- legal issues
- bereavement
- physical abuse
- sexual abuse
- relationships; and
- lesbian and gay issues.

## Having your say about what goes on

We will listen to, respect and respond to your views as we work with you. We offer different opportunities for people to have their say. Your information pack tells you about current opportunities in your service. They include:

- community meetings;
- one-to-one meetings with your support worker and other staff;
- regular reviews;
- surveys and questionnaires;
- meetings and events;
- our complaints procedure; and
- involving an independent advocate or representative.

## Independent advocacy or representation

You may want someone outside our service to represent you or make your views known to others. Your information pack contains information about local advice and advocacy services that can do this. Your support worker and other staff can support you to find an independent representative, or advocate.

## Your commitment to working with us

You are with our service because we agreed between us that you need the support we offer. To make the most of our support, it is important that:

you meet regularly with your support worker; and if you need to change or postpone an appointment, you make every effort to let your support worker know in advance and arrange another appointment.

If you repeatedly miss meetings, or if you refuse to meet your support worker or accept their support, we will review



with you whether you need the kind of support we offer. Your support worker will discuss this with you. You may want to involve someone else - from the service or outside. We aim to help you achieve your goals and provide the support you need to do that. This support may include using other services.