

YMCA Tees Valley

Positive Support Pathway

Housing Related Support for Young People aged 16-25



Client Handbook

In partnership with



YMCA Tees Valley is a Limited Company Registered in Darlington, no. 2794134. Registered office Middleton Court, Middleton Street, Darlington DL1

How to Contact the PSP

Telephone Support Service

YMCA Tees Valley

01325 462452

Monday to Sunday

24 hours

CALLS ONLY - TEXTS ARE NOT ACCEPTED

Telephone Support Service

DISC

01325 527840

DISC staff are available from 9.00am to 5.00pm Monday to Thursday and 9.00am to 4.30pm Friday.

DISC Out of Hours Services

07939038126

Contactable from 5.00pm to 11.00pm Monday to Friday and 10.00am to 11.00pm Saturday, Sunday and Bank Holidays.

CALLS ONLY - TEXTS ARE NOT ACCEPTED

Welcome

Welcome to the Positive Support Pathway. We hope that this booklet provides useful information and guidance about the service you are receiving.

You've already met your Support Worker who will work closely with you to assess your needs and help you to decide how to move forward.

Your Support Worker is

Remember that you have access to a range of services and activities in the YMCA HUB; it has an open door policy, so check the opening times and just turn up!

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What is the YMCA Tees Valley PSP?

The Positive Support Pathway (PSP) at YMCA Tees Valley is a housing support service delivered in partnership with DISC, funded by Darlington Borough Council.

YMCA Tees Valley is a charity established in 1993 and works across Tees Valley providing community services to people in different ways. Since 1984 our partner DISC has been helping people and their communities in the North to deal with unemployment, poverty, crime, addiction, homelessness and family breakdown. DISC offers a range of services across the region, developing initiatives and supporting communities.

The PSP is a pathway service providing housing and housing/tenancy related support for young people aged from 16 up to their 25th birthday, and their families. (If aged 21 or over, we may consider other services providing supported accommodation outside of the pathway, under certain circumstances). It's designed to support young people experiencing or at risk of homelessness.

The PSP provides supported accommodation, floating support, housing in the community and family mediation. We also run many different activity programmes which can be accessed by PSP clients and the local community via the YMCA Hub.

Once you are on the Positive Support Pathway you will receive a tailored support package; this could be supported accommodation in the Foyer or tenancy support in the community.

We and our partners aim to support young people like you to gain the skills needed to live in your own tenancy in the community. That might include things like learning how to cook on a budget, getting into training, education or employment, putting you in touch with other services to support you, or applying for benefits. Basically it's about giving you the chance to change the things that have stopped you from getting to where you want to be.

Who do we support?

We support young people affected by homelessness between the ages of 16 and 25. The YMCA offers accommodation options, activities, training and courses at the YMCA base, the HUB, and provides a Family Mediation Worker to support young people and their families when there is a possibility of returning home.

We also work in partnership with DISC to provide floating support and accommodation within the community.

We provide support to young people from all different backgrounds with different needs. If you need support with something, the chances are we can help or put you in touch with someone who can.

Who pays for support?

The service is free to use, and is paid for by the National Supporting People program which provides housing related support services to over 1.2 million people.

Ask your Support Worker for more information or contact your Council.

How we allocate our service fairly

Referrals are received from Darlington Borough Council's Key Point of Access scheme. This can be done at the local council offices and at First Stop.

The referrals are then received by our Pathway Co-ordinator who will invite you to a meeting where a full needs assessment is carried out. This is to find out what you need and the best way we can support you. The assessment is done with two members of the PSP team and is done at a time and a place to suit you. There are many options on the pathway which could work for you; together we can look at these.

All referrals and assessments are carried out fairly and within a 48 hour period where possible. You will then be contacted to tell you the outcome of the referral and what the next steps are.

All referrals and clients are assessed on an individual basis and the best interests of the client are always at the forefront of any decision made.

Once you have been accepted onto the PSP it is likely that you may come into contact with more than one of the support options. We will make this process as smooth as possible ensuring you don't have to repeat information and you are comfortable with your Support Worker.

YMCA Tees Valley and its partners aim to support all young people in the best way possible; however, if you are not happy with a referral outcome or any other elements of the service, the relevant contact details are found later in this booklet to help you do something about it. We welcome any feedback which can help us to further improve the service we offer to young people in Darlington.

Your Support Package

What will my Support Worker do?

Everyone receiving the service has a Support Worker. They will talk with you about the help you'd like and agree a Support Plan showing how this will be achieved. They will visit you regularly, usually in your home if on floating support and also at the YMCA. You can choose where you would like to meet too.

Your Support Worker will help you to be independent and build up a support network. They will guide and help you do things like filling in benefit forms, work or training applications and improving your independent living skills.

Your Support Worker will help you to find out about local events, things to do, community groups, education, training and employment services. We can help find services for things that the PSP doesn't provide, and help you get in touch with them. Lots of these agencies are listed at the back of this booklet.

What will my support include?

Support is based on your needs but could include support with:

- Making phone calls to agencies
- Understanding your tenancy agreement
- Debt problems
- Budgeting skills
- Benefit and grant applications
- Getting help with healthcare
- Linking in with other services, family, friends
- Learning independent living skills
- Handling letters and forms

- Moving into a property, getting furniture and utilities
- Getting in touch with other organisations including specialist services for mental health or substance misuse issues
- Developing skills to find work and training
- Accessing places of worship
- Accessing legal advice

What you can expect from us

Our 'Code of Conduct Policy' describes how staff should support you safely and professionally. This includes the things staff should and shouldn't do - known as '*professional boundaries*'.

All our staff have training in Professional Boundaries which are there to protect you and our staff. They are important as we sometimes carry out support visits alone and in your home. The information on the previous page tells you how staff should support you. It is important that you also know the things our staff should *not* do:

- Take or borrow money from you, give or lend you money
- Accept or give gifts
- Have a personal relationship with you, being friends or having a sexual relationship
- Have contact via Facebook, Twitter, etc.
- Meet or contact you outside working hours
- Ask you to sign things you don't understand
- Take control of things you can do yourself
- Provide 'Care' services, like washing or dressing

- Abuse you in any way. The types of abuse are listed on the next page; they include physical, sexual, emotional, financial abuse or neglect
- Unlawfully discriminate against you
- Harass you in any way

The Safeguarding Section in this handbook tells you more about abuse, and the things we do to keep you safe. These include training our staff, properly supervising them and checking their work.

If you think your Support Worker may be breaking Professional Boundaries, talk to Sarah Hackett, Contract Manager/CEO on 01325 462452.

Our 'Code of Conduct Policy' is available on request.

What we reasonably expect of you

As already mentioned, our staff will often visit you alone so it is important that you behave in a certain way in order to keep our staff safe.

YMCA and DISC expect that:

- Meetings with your Support Worker take place in private unless otherwise agreed in advance
- You do not attend meetings under the influence of alcohol or drugs
- You do not behave in an aggressive manner towards your Support Worker. This may include swearing, threatening behaviour, violence or harassment

Your Support Worker will discuss this further with you when you agree your Support Plan.

Your Support Plan and Risk Assessment

What is a Support Plan?

Your Support Plan will record your identified goals and the things you want to achieve whilst on the PSP. It will set out who will help you achieve them and the date you want to achieve them by.

At our first meeting we will discuss with you the support you need. We may also involve other organisations who are supporting you to agree the best way forward.

Your Support Worker will meet with you regularly to review progress and update your Support Plan. You can request a review meeting of your Support Plan at any time.

What is a Risk Assessment?

We will complete a Risk Assessment with you when you start to receive support from the PSP.

This will cover the risks faced by you, and any potential risks you pose to our staff and the wider community.

The purpose of working with you to identify risks is to help you to lower and manage these risks and live independently in the community.

If the risk of visiting you at home is high, support may be offered away from your home or the YMCA. If we can't find a way to safely support you because of risk we may refer you outside of the pathway or withdraw the service. This is very rare, but if it happens you will have the right to appeal this.

Keeping Yourself & Others Safe

What is safeguarding from abuse?

Safeguarding is everyone's responsibility and is about services working together to lower the potential for abuse of adults and children.

Abuse is when harm is caused, a person's rights are violated, or when harm isn't stopped. There are different kinds of abuse including physical, emotional, financial, and sexual and neglect:

- **Physical abuse** could include hitting, pushing, pinching, shaking, misusing medication, restraint and hair pulling
- **Emotional abuse** could be threats of harm, being stopped from seeing people, humiliation, controlling, being scared, harassment, hurtful words
- **Financial abuse** could be theft, fraud or exploitation, pressure in connection with wills, property or inheritance, possessions or benefits
- **Sexual abuse** could be rape, sexual assault, or sexual acts that haven't been agreed to, pressurising someone into sexual acts they don't understand or feel they can't refuse
- **Neglect** could be ignoring care needs, preventing access to health, care or education or withholding food, drink and heating, not looking after someone properly

Adults and children can experience abuse, and abuse can be caused by anyone - a family member, partner, carer or someone else.

Who should I contact if I'm worried about abuse?

- If you, or another adult or child are in danger now, call the police on 999
- Otherwise, if you're concerned about yourself, another adult or child, call one of the following depending on your area:
 - Darlington Social Care on 01325 346200, 08702 402994 or text 07826 903165

You can also talk to your PSP Support Worker, or Sarah Hackett, Contract Manager/CEO on 01325 462452.

What support will I get if I'm worried about abuse?

Our staff are trained to listen to concerns about safeguarding and your safety. They will support you to link in with services that can help. This might be by contacting the Council's Safeguarding Team, filling in a CAF (Common Assessment Framework) form to get extra support, or sharing information with services you are in touch with.

We'll keep you informed about what happens after this. In nearly all cases we will ask you to agree to us sharing information, but sometimes we must share even without consent to protect you or others from abuse. Your Support Worker will talk to you about when we might do this.

How do we make sure the service is safe?

- All staff have Disclosure & Barring Services (DBS) disclosures
- We train and supervise our teams so that staff work safely with you, and can help you recognise and respond to abuse
- Our staff will help you reduce risks to you and others

- We have a clear Complaints Policy, and will tell you how to complain.
- The work of our teams is checked by Project Leaders, contract managers and the Council's Supporting People Team

If you'd like to know more, are worried or would like to complain, please contact Sarah Hackett, Contract Manager/CEO on 01325 462452. If you'd prefer to speak to someone outside YMCA Tees Valley and the PSP, please choose from the Safeguarding Adults and Child Social Care numbers at the beginning of this section.

Confidentiality and Data Protection

Confidentiality

We work closely with other services to support you well, and protect you and others.

This means that sometimes we need to share information. In nearly all cases we'll ask your permission. Sometimes we might need to share information to keep you or others safe, even without your permission.

We will ask you to complete Consent to Share Information form when we start supporting you.

We have an Information Sharing Protocol which sets out the way we will share and obtain information with referral agencies. A copy is available on request.

Data Protection

We comply with the Data Protection Act 1998 which sets out how we should hold and use your information. This means the information we hold about you will be:

- Needed for us to support you
- Not used for anything other than delivering the service
- Kept up to date and only kept for as long as needed
- Kept safe in locked cabinets, or held safely on computers

For more information please ask your Support Worker for our Confidentiality and Data Protection Policy.

You are entitled to view the information we keep about you at any time. If you would like to view your file, please make a request in writing to Sarah Hackett, Contract Manager/CEO. Your Support Worker will be able to help you in doing this.

Complaints and Other Feedback

We like to hear what you think of the service as it helps us make sure it's as good as it can be. You can provide feedback by phone, email, letter, text, or in person, or you can use the tear off slip at the back of this handbook.

Contact your Support Worker, Karen Johnson - PSP Project Lead or Sarah Hackett - Contract Manager/CEO. If you would like to complain to someone outside of the service, contact the Council's Supporting People Team.

Complaints

We aim to give an excellent service but know sometimes things go wrong. If you are unhappy with the service please tell us. A manager will investigate your complaint and we will try to make things right and will keep you informed.

If you like, we'll help you complain, or someone else can help you. If you're not happy with the outcome of your complaint you can ask us to look at the decision again (called an appeal). We will tell you more about this when you make a complaint.

Please ask your Support Worker if you would like a copy of our Complaints Policy.

Compliments

If you feel we've done something really well and would like to let us know then please do. If you wish we'll pass your comments through to your Support Worker.

Comments

We welcome ideas about how to change or improve. We look at comments regularly and make changes based on these. See Service User Influence and Involvement on the next section for information about getting involved.

Service User Influence and Involvement

We'd like young people who use the service to be involved in how the service is delivered. We value your ideas and want you to have a voice and lead the way on how we provide our service to benefit you.

Please pass suggestions or comments about the service to your Support Worker or use the tear off slip at the back of the handbook.

You can also join groups and take part in things like:

- Contributing to our newsletter
- Becoming a Resident Representative
- Helping us interview new staff
- Attending YMCA housing forums, residents meetings
- Looking at the way we work to help improve the service
- Completing our questionnaires
- Any other way you feel you would like to participate

The Hub is also available for anyone accessing the PSP to use.

The Hub has a Meaningful Activities Worker and plays host to many useful sessions. To find out more about the Hub or any upcoming events please drop in at The Hub, YMCA Tees Valley, Middleton

Court, Middleton Street, Darlington, DL1 1TU. Alternatively, you can contact The Hub via telephone on 01325 462452 or just drop in!

Please speak with your Support Worker if you would like to be involved in any activities or upcoming events.



Equality and Diversity

YMCA Tees Valley and its PSP partners aim to ensure that nobody is treated less favourably because of their gender, age, marital status, disability, race, colour, ethnic or national origin, sexuality or religion.

We believe people are individuals with different needs, but should be treated equally. Everyone should have the same chance to access the service based on their needs, and should all receive a high quality service.

We will not discriminate against you or treat you less favourably than anybody else because of something to do with your 'individual characteristics' which are the things that make you unique.

If you feel that you have been discriminated against, please follow the Complaints Policy. If you feel you have been discriminated against by another person or organisation, please inform your Support Worker and they will be able to advise you on the best action to take.

For further information about Equality and Diversity please ask your Support Worker for a copy of our Equality and Diversity Policy.

Please speak with your Support Worker if you would like an easy read version of the Equality Act 2010.

Useful Contacts



Accommodation

For information about emergency accommodation and supported housing, please contact your local council:

Council

Darlington Borough Council - 01325 388542

Housing Associations *(this list is not exhaustive)*

Anchor Trust - 01325 467106/462483/484155

Darlington Housing Association - 01642 461352

Elderwood - 01325 368256

Hanover Housing Association - 01325 486609

Home Housing Association - 01325 467938

Housing 21 - 01325 462706

New Era – 01325 364313

Railway Housing Association - 01325 482125

Tees Valley Housing - 08000 461600 / 01642 261100

Three Rivers - 0300 00 44 444

Women's Refuges

Darlington - 01325 364486

Advice & Information

Citizens Advice Bureau:

Darlington

Darlington - 01325 256999



Dentists, Doctors and Hospitals

For health advice, local dentists, doctors and hospitals, contact 111

Darlington Memorial Hospital - 01325 380100

West Park Hospital, Darlington - 01325 552000

Furniture Schemes

Darlington

King's Church Furniture Re-Use Scheme - King's Centre, Whessoe Rd, Darlington, DL3 0QT - 01325 469 884

FRADE - 14-16 Leadenhall Street, Darlington, DL1 1RD - 01325 357379



If you need medical help fast, but it is not life threatening – call



What is ?

If you need medical help fast but it's not a life-threatening situation, you can now call the new NHS 111 number. When you call 111, a trained adviser will ask you questions to find out what's wrong, give you medical advice and direct you to someone who can help you, like an out-of-hour doctor or a community nurse.

If the adviser thinks your condition is more serious, they will direct you to hospital or send an ambulance. If you don't speak English, tell the adviser what language you want to speak and they will get you an interpreter. You can call 111 any time of the day. The call is free, from landlines and mobiles.

When do I use it?

You should only call 999 in an emergency – for example, when someone's life is at risk or someone is seriously injured or critically ill.

Call 111 if you need medical help fast, but it's not life-threatening – for example, if you:

- think you need to go to hospital
- don't know who to call for medical help
- don't have a GP to call
- need medical advice or reassurance about what to do next

For health needs that are not urgent, you should call your GP.

If a health professional has given you a number to call for a particular condition, you should continue to use that number.

Who can use it?

The NHS 111 number is currently only available in certain areas of England.

If you're outside of these areas, you should call NHS Direct on 0845 4647.



when it's less urgent than 999

More information

For more information on where the NHS 111 service is available or to get this leaflet in other languages, visit www.nhs.uk/111

Police

Need the police? Dial 101 any time it isn't 999

101 makes it quicker and easier to contact the police when you don't need an emergency response. For example:

- *if you've had a minor traffic accident*
- *if your property has been vandalised*
- *if your car has been stolen*
- *if you suspect drug dealing*
- *if you've witnessed a crime*
- *if you've seen a missing person*
- *if you need crime prevention advice*
- *if you want to speak to a local police officer*

101 replaces all local police station numbers with one easy-to-remember number, which you can use to contact police anywhere in the country.

101 is available 24 hours a day, 7 days a week.

It costs a flat rate of 15p per call from landline and mobile networks, no matter what time of day or how long you are on the phone.

Using 101 should make the police more accessible while reducing pressure on the 999 system.

Deaf, deafened, hard of hearing or speech-impaired callers can access the service via **TextRelay** on **1 800 1 101**.

In an emergency always dial 999 - when someone is in danger, a crime is in progress or a suspect is nearby.



National Helplines

Addiction

Alcoholics Anonymous - 0845 769 7555 *Support with drink problems*

Drinkline - 0300 123 1110 *Information and self-help about own drinking and support for family and friends*

Narcotics Anonymous - 0300 999 1212 www.ukna.org

FRANK - 0300 123 6600 *Call to talk about drugs or alcohol*

Gamblers Anonymous - www.gamblersanonymous.org.uk

Advocacy

National Youth Advocacy Service (NYAS) - 0808 808 1001 *Information to children and young people about their rights enabling them to use formal complaints procedures and have a voice when decisions are made*

Bereavement

Cruse Bereavement Care - 0844 477 9400

Contraception and Sexual Health

Brook - 0808 802 1234 *Free and confidential sexual health advice and contraception to young people*

Debt Advice

National Debtline - 0808 808 4000 *Free, confidential and independent advice on how to deal with debt problems*

Eating Disorders

Beat - 0845 634 1414 *Information on of eating disorders*

Employment

ACAS - 08457 47 47 47 *Information, advice, training, conciliation and other services for employers and employees to help prevent or resolve workplace problems*

Learning Disabilities

Mencap - 0808 808 1111 *Working with people with a learning disability, their families and carers*

British Dyslexia Association - 0845 251 9002 *Information and advice surrounding dyslexic issues*

National Autistic Society - 0808 800 4104 *Impartial, confidential information and advice for people with autism spectrum disorders and their families and carers*

Obsessions

OCD (Obsessive Compulsive Disorder) Action - 0845 390 6232 *Support for people with obsessive compulsive disorder. Includes information on treatment and online resources*

OCD UK - 0845 120 3778 *A charity run by people with OCD, for people with OCD. Includes facts, news and treatments*

Panic and Anxiety

No Panic - 0800 138 8889 *Support for sufferers of panic attacks and OCD. Offers a course to help overcome phobia/OCD*

Anxiety UK - 08444 775 774 *Support if diagnosed with anxiety*

Parenting

Family Lives - 0808 800 2222 *Information for parents, carers and families via a range of services including a free 24-hour confidential helpline, workshops, courses, information leaflets*

Gingerbread Single Parent Helpline - 0808 802 0925 *Advice, practical support and campaign for single parents*

Relationships

Relate - 0845 456 1310 *Relationship support for individuals, couples and families*

TESS

Text and email support services

Self
injury
Support

For girls and young women affected by self-injury

Want to talk?

But don't want to phone?

Text or email us we are confidential

We won't tell and we won't judge you



Text: 0780 047 2908

Texts cost normal rate



www.selfinjurysupport.org.uk
and follow links to email

Open Monday – Friday 7pm – 9pm

To maintain our services for young women and girls we rely on your generous donations. Here's what your donation could do:

£2

helps us cover the costs of sending text and email messages of support to 15 girls and young women - we support over 1250 women each year.

£8

helps us send a free copy of our Rainbow Journal (a self-help resource designed by young people) to young women affected by self-injury

£25

helps us send staff members into schools to discuss self-injury and the support available to them.

To donate please text **TESS14** followed by the amount you wish to donate to 70070

Women's Self Injury Helpline

emotional support, listening & signposting
for women affected by self injury

Tuesday & Wednesday 7 - 9pm

Thursday 3 - 5pm

0808 800 8088

we can't see your number
our number won't show up on phone bills
free from mobiles on 3 EE O2 Orange T-Mobile Virgin Vodafone
free from landlines



We are an **independent, confidential** and **anonymous** service.
Our helpline is run **by women** for women and we will support **anyone who identifies as a woman** who wants to talk about self-harm and/or self-injury.

confidential
non-judgemental
supportive



Volunteers may listen to calls as part of training
We do not record calls or pass on personal information
Self Injury Support is a registered charity 1092299
www.selfinjurysupport.org.uk



What Is Self Harm?

You might have heard the terms self harm, self injury, self mutilation, cutting and deliberate self harm used by youth workers, friends, teachers or on the telly and wondered what they meant...

They mean doing anything on purpose that causes harm to yourself.

This could be by:

- cutting
- burning
- pulling your hair out
- hitting yourself or something against yourself
- scratching
- overeating or swallowing something dangerous
- or anything that causes harm to your body on purpose

These are all terms that mean similar things and can be used to describe self harm.

Self Harm...

- is not suicide
- is not attention seeking
- is not a cry for help
- is not a fashionable or cool thing to do
- is not something that can't be cured
- is not 'mad' or 'weird'
- is quite common, 1 in 10 teenagers self harm
- is not done because people enjoy the pain



Self harm does not discriminate on the basis of gender, race, age, religion, disability or sexual orientation.

Neither do we.

Contact Us

Harmless
PO Box 9325, Nottingham
NG8 9FB

www.harmless.org.uk

info@harmless.org.uk



Young people and self harm



Travel

National Rail Enquiries - 0845 748 4950 *Information and promotions; train times; fare enquiries*

Traveline - 0871 200 2233 *Public transport information*

Utilities

National Gas Emergency - 0800 111 999 *Report a gas or carbon monoxide emergency, or if a pipeline is struck*

National Electricity Emergency - 0800 40 40 90 *If you spot a potential hazard on or near an overhead electricity line*

National Gas UK - 0870 608 1524 *Find out current gas supplier*

North East Regional Electricity Distribution - 0845 601 3268 *Find out current electricity supplier to a property*

Victim Support

SurvivorsUK - 0845 122 1201 *For adult male survivors of rape or sexual assault*

Rape and Sexual Abuse Helpline - 0808 802 9999 *For women and girls that have been raped or sexually abused*

Victim Support - 0845 30 30 900 *Help you find the strength to deal with what you've been through*

National Domestic Violence Helpline - 0808 2000 247 *Women experiencing domestic violence, family, friends, colleagues and others calling on their behalf*

Men's Advice Line - 0808 801 0327 *Advice for men experiencing domestic violence and abuse*

National Stalking Helpline - 0808 802 0300 *Information for anybody affected by harassment or stalking*

Meeting Timetable

You can use this table to make a note of appointments with your Support Worker. Please inform them as soon as possible if you need to rearrange.

Your Worker's Name:

Telephone Number:

Date	Time	Location

Have Your Say

Praise, Positives & Progress

Things to develop

Suggestions for improvement

Date:

Name *optional*:

Support Worker Name *optional*:

Handbook Receipt

Your Worker should have talked you through key sections of this handbook which are important for you to know.

Please tick each box to confirm that your worker has explained the following:	Yes	No
What a complaint is and how you can complain to us		
How to keep yourself and others safe, this is called Safeguarding		
The kinds of information we hold about you and how you can access it		
What the out of hours service and how you can access it		

Please sign and date in the space below and tear off this slip to pass to your Worker. This will let us know that you understand what’s in this handbook and that a copy has been left with you.

Name (print): _____ Date: _____

Signature: _____

----- *please tear along this line* -----

Tear off this slip to pass to your Support Worker.

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