



# *Housing Support Service*

**Trust**  
More than just a home

# Your Rights as a service user of housing support services

Reference: The Scottish Executive 2001

The National Care Standards are based on a set of principles. The principles themselves reflect the recognised rights, which you enjoy as a citizen. They recognise that services must be accessible and suitable for everyone who needs them including people from black and ethnic

minority communities. They reflect the strong agreement that you experience of receiving services is very important and should be positive, and that you have rights.

The main principles are dignity, privacy, choice, safety, realising potential and equality and diversity.

## Dignity

- Your right to:**
- Be treated with dignity and respect at all times; and
  - Enjoy a full range of social relationships.

## Privacy

- Your right to:**
- Have your privacy and property respected, and to receive the time, the space and the facilities you need and want; and
  - Be free from intrusion as long as it is safe for you and everyone else.

## Choice

- Your right to:**
- Make informed choices, whilst recognising the rights of other people to do the same;
  - Know about the range of choices; and
  - Get help to fully understand all the options and choose one that is right for you.

## Safety

- Your right to:**
- Feel safe and secure in all aspects of life; including health and wellbeing;
  - Enjoy safety but not be overprotected; and
  - Be free from exploitation and abuse.

## Realising potential

**Your right to have the opportunity to:**

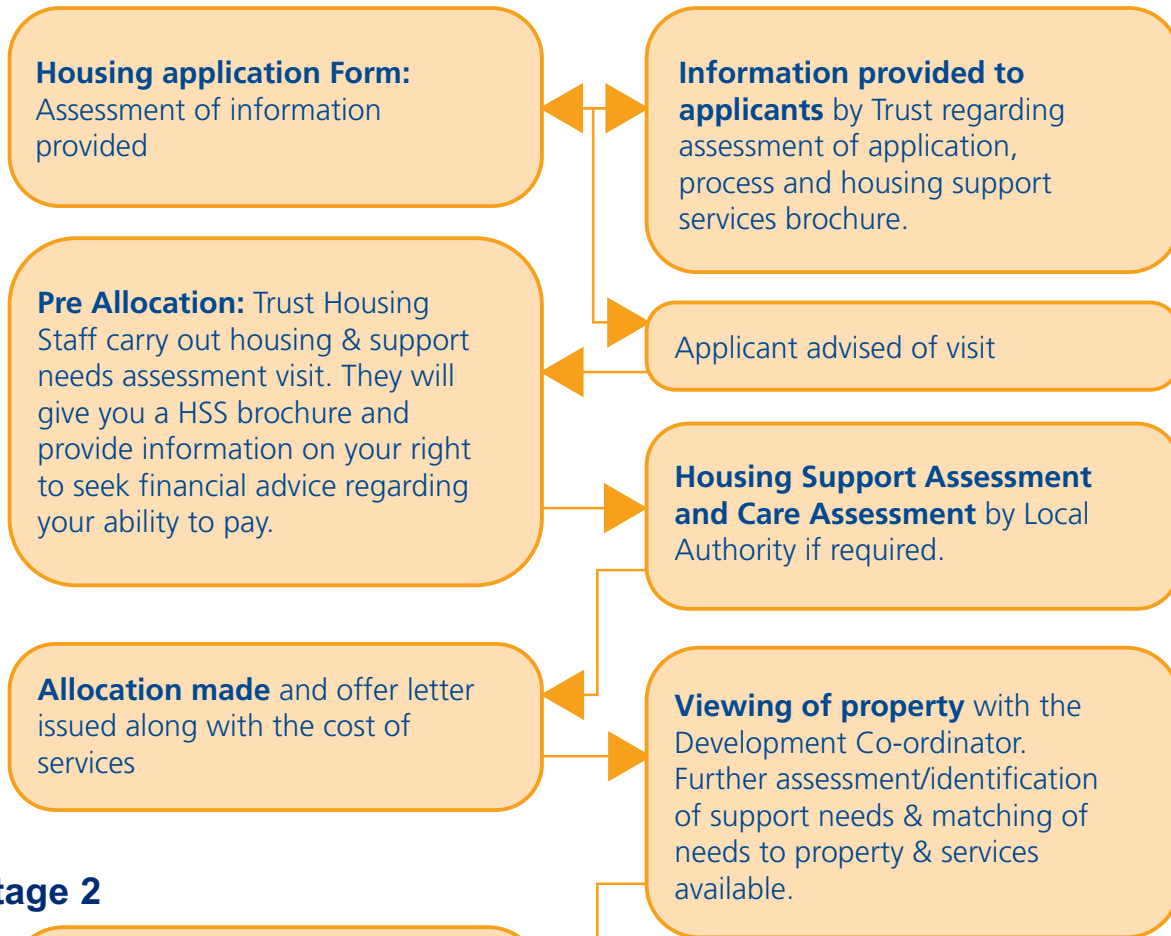
- Achieve all you can;
- Make full use of the resources that are available to you; and
- Make the most of your life.

## Equality and diversity:

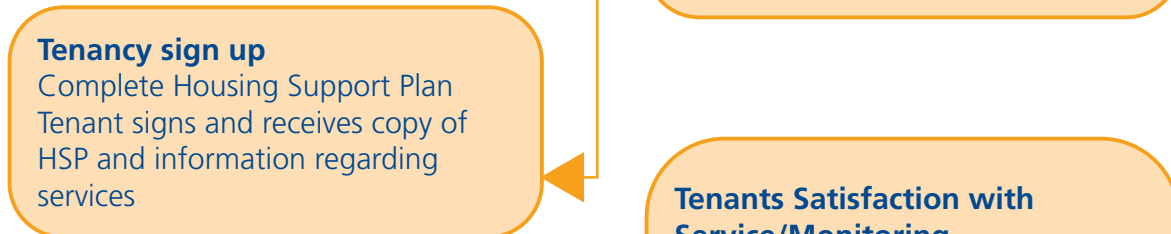
- Your right to:**
- Live an independent life, rich in purpose, meaning and personal fulfilment;
  - Be valued for your ethnic background, language, culture and faith
  - Be treated equally and live in an environment which is free from bullying, harassment, discrimination and fear; and
  - Be able to complain effectively without fear of victimisation.

# Sheltered Housing: Assessment of Needs & Development of Support Plan

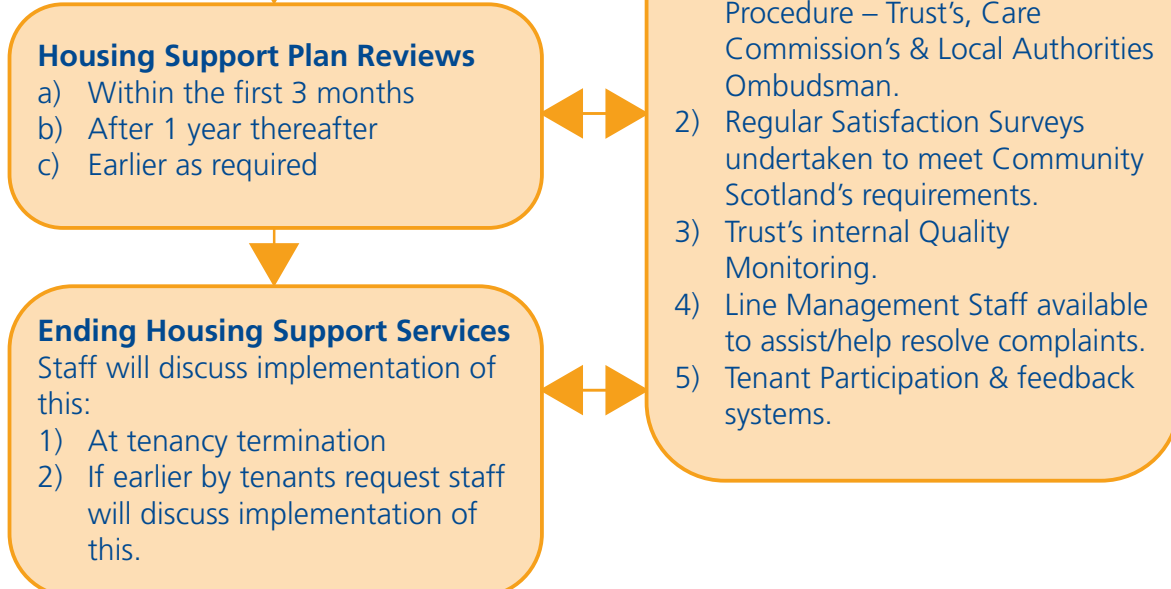
## Stage 1



## Stage 2



## Stage 3



## What if your circumstances change?

Staff will review your Support Plan every year or at your request. If you have any major changes in your circumstances staff will seek to review your support. Any reviews will normally be at a time and place that is convenient to you and will be confidential. You can request that other people be included in any discussions about your support needs such as a relative, a representative, or an advocate. Your Local Authority may wish a copy of the record of reviews.

## Ending Housing Support Services

Housing Support, and liability for charges, will end when your tenancy terminates. If you wish to end your housing support service, you can request a review to discuss the implications with the Co-ordinator. If your records have been passed on to a new housing support provider, when your housing support service ends or changes, we will ensure that your records are complete and up to date and have been put together with your involvement and agreement.

## Monitoring the Quality of Trust Housing Support Services

Trust strives to provide high quality, affordable services that meets your needs and aspirations. There are many ways in which Trust's services are monitored both internally and externally. All housing support services are subject to service

reviews by the Local Authority and annual inspections by the Care Commission. You will be provided with information on how you can be involved in the service review and inspection processes. You can access a copy of the published reports.

Trust has its own internal monitoring and audit systems. We strive to listen to you and other stakeholders using various methods, which include:

- Regular visit by the Service Manager to the development.
- Regular and comprehensive Satisfaction Surveys
- A Tenant Participation Strategy
- A Complaint Procedure
- Regular meetings in developments

## Complaints

Complaints relating to Trust's Housing Support Services can be made using Trust's Complaints Procedure, or to the Care Commission, or to the Local Authority Supporting People Team. Details of the above are contained in our Tenant's Handbook, which is issued at the tenancy sign-up stage, or alternatively information on how to complain is on the notice board within the development.

If you would like any more information about Trust's Housing Support or other services please do not hesitate to contact our Housing staff.

Tel: 0131-444-1200, or 0141-227-1994, or at [www.trustha.org.uk](http://www.trustha.org.uk)

## Your Housing Support Plan

Your Housing Support Plan is a document that lists the core range of housing support activities available to you, and provided by the development staff between specified hours. On a day to day basis the pattern of support will be different for each service user, and the support you receive will vary according to your specific needs at a point in time.

Your Housing Support Plan will be supported by all the other records kept in your own personal file, which you are encouraged to read. These records relate to the staff contact and support you receive. Your Housing Support Plan will be reviewed on a regular basis.

There may be other support services that you need in order to live independently. You may already receive other support and care from carers or organisations; or it may be that you require further assessment of your needs. Trust may be able to provide the additional support, but this would have to be under a separate agreement and charge with the Local Authority.

## Completing Your Housing Support Plan

Your Housing Support Plan is developed in several stages to help you and our staff be clear about what support and assistance is required. (A flowchart of the process can be read in Appendix I attached to this document).

The first stage starts when a Trust Housing Officer carries out an assessment of your housing and housing support application. This is followed by our responsibility to undertake a full assessment of your housing support needs to determine how

we can plan and deliver your support. If we identify a specific need then we will undertake a risk assessment. This will be done before you receive an offer of a tenancy. If you accept the offer of a tenancy, Trust will provide your housing support through its contractual agreement with the local authority. You have the right to discuss with the Local Authority how else you can receive your housing support. This first stage is completed when you have signed the tenancy agreement. At this point we inform you of the terms and conditions of the housing support planning process, and we record the basic personal details that will assist staff to respond to any changes in your circumstances. You are asked to sign the Housing Support Agreement.

The second stage is a continuous process of recording and monitoring the level of support and contact you receive. Trust must demonstrate that your support is appropriate to your individual needs and wishes. The Co-ordinator will advise you of the records kept in your personal files as part of your Plan. You should be aware of the entries made, and you have the right to see your records at any reasonable time.

The third stage is a review of your support which is completed within 3 months of you moving into your home – this gives you time to settle in, and it enables staff to get to know you better and understand your needs. If we identify that you require support services over and above Trust's core housing support services, staff can assist you to enquire about additional help.

At any stage you can nominate a representative to act on your behalf, or you may wish to use an independent advocate. In such circumstances Trust can help you contact an appropriate organisation.

## Introduction:

The purpose of this brochure is to describe to you the housing support services process provided by Trust in sheltered, very sheltered and supported housing developments.

Trust was established in 1973 and is run by a voluntary Committee of Management. Trust is registered with the Scottish Housing Regulator as a social landlord, and as a registered charity. In addition, Trust is registered with the Scottish Commission for the Regulation of Care, (known as the Care Commission), as a provider of housing support services and registered care homes. There is more information about Trust and the services provided in our Tenants Handbook.

## The Regulation of Care (Scotland) Act 2001

This Act requires everyone who receives housing support services to have a personal plan, which Trust calls a Housing Support Plan. This plan is an active record of the housing support you receive from Trust. The Care Commission and the Local Authority, which has a contract with Trust to provide housing support services, can ask to inspect Housing Support Plans.

## Housing Support Services Provided By Trust

The Housing (Scotland) Act 2001 identifies what are housing support services. Trust provides a different range of Core Housing Support Services in sheltered, very sheltered and supported housing. This range will be detailed in your

Housing Support Plan. The housing support services are provided by the development staff to help you maintain your tenancy and independence, and enable you to continue to live in the community.

Trust strives to deliver its housing support services in accordance with the National Care Standards for Housing Support and the main principles are recorded on page one of this document. A full copy of the National Care Standards is available in your development, or from the Scottish Executive website: [www.scotland.gov.uk](http://www.scotland.gov.uk)

## Housing Support Charges

Housing support is a chargeable service. The Local Authority through a contractual agreement, pays Trust to provide the housing support service from a Supporting People Grant. The Local Authority sets the rate for the service and can make a charge to you for your housing support services. Trust staff will advise you of what that charge may be.

However, if you are in receipt of or are eligible for Housing Benefit then you may not have to pay the Housing Support Charge. If you are charged for the service, and you have a low income, you can request a financial assessment from the Local Authority to determine your ability to pay for your housing support service. Trust staff can provide advice and assistance on how to claim Housing Benefit and other welfare benefits.

Please note that as your landlord Trust is only responsible for calculating the rent and the heating charges for your home.

## Your rights and responsibilities in respect of your Housing Service

- You have the rights accorded to you as defined in the National Care Standards.
- You have the right to have a Housing Support Plan.
- You have the right to have your needs assessed and supported to take reasonable risks.
- You have the right to be informed about any unexpected changes to your support as soon as possible.
- You have the right to be regularly consulted about your plan, to check that the service we provide in this plan meets your needs.
- You have the right to change your Support Plan for either planned or unplanned events.
- You have the right to discuss the implications of ending your housing support service and to ask for a service review to consider alternative arrangements.
- You have the right to be informed of any changes to charges, and how and when these will happen.
- You have the right to contact your Service Manager or head office if your support worker does not appear when you are expecting them.
- You have the right to complain or make suggestions to Trust, or other organisations (listed at the end of this document), about the housing support services you receive.

In order that the development staff keep your housing support plan up to date and to reflect your current housing support needs:

- You must keep us informed if there are any changes in your personal circumstances.
- You must inform us if you wish to change your support times.
- You must inform us if you are going away on holiday or to hospital.

## Your Housing Support Plan is part of a Confidential Process

This means that the only people who can have access to this information are you and professional staff on a 'need to know' basis. You have the right to discuss matters with staff in confidence and the right to be treated in accordance with the National Care Standards.

Trust will have to give your personal details to the Alarm call-centre so that, should it be contacted, its staff can provide the most appropriate response.

We will only share information on this Support Plan with others if you agree that we can. We have already advised you that the Care Commission and Local Authority can ask to see your Plan. If they do so we will seek your permission to let them see your records. If you do not consent then we will invite the relevant organisation to make direct contact with you. Under our duty of care Trust may be obliged to pass on relevant information to a third party on a 'need to know basis', e.g. for life threatening medical reasons or legal reasons. Trust would advise you or your representative if such an occasion occurred.

**This information is available in Braille, tape,  
large print and community languages.  
To request a copy please contact 0131 444 1200**

تتوفر هذه المعلومات بنسخة بريل للعميان و على شريط سمعي و بخط كبير و بلغات الجاليات العربية. لطلب نسخة  
الرجاء الاتصال برقم الهاتف 0131-444 1200

यह जानकारी ब्रेल, टेप, बड़े अक्षरों और समुदायों की भाषाओं में उपलब्ध है। इस की नकल  
(कापी) के निवेदन के लिए कृपया कर इस नंबर 0131-444 1200 पर फोन करें।

此資訊具備有盲人點字、錄音帶、大字體以及各種社區語言版本，如欲索取，  
請致電 0131-444 1200

یہ معلومات بریل (ناجی افراد کے لیے ابھرے ہوئے حروف کی لکھائی) میں، ٹیپ پر، بڑے حروف کی لکھائی میں اور کمپیوٹی کی زبانوں میں بھی دستیاب  
ہے۔ انکی نقل حاصل کرنے کے لیے برائے مہربانی 0131-444 1200 پر رابطہ کریں۔

ਇਹ ਜਾਣਕਾਰੀ ਬ੍ਰੇਲ, ਟੇਪ, ਵੱਡੇ ਪਿੰਟ ਅਤੇ ਭਾਈਚਾਰੇ ਦੀਆਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ। ਇਸਦੀ  
ਨਕਲ (ਕਾਪੀ) ਦੀ ਬੇਨਤੀ ਵਾਸਤੇ ਕਿਰਪਾ ਕਰਕੇ ਇਸ ਨੰਬਰ 0131-444 1200 'ਤੇ ਸੰਪਰਕ ਕਰੋ।

এই তথ্যগুলি ব্রেইল, টেপ, বড় হরফ ও অন্যান্য ভাষায় পাওয়া যাবে। কপির জন্য অনুরোধ করতে হলে  
দয়া করে 0131-444 1200 নম্বরে যোগাযোগ করবেন।



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