

Your Guide to

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# Housing support services



Better homes, better lives



## Introduction

This leaflet explains the housing support services you receive as a tenant in one of our sheltered and very sheltered housing developments.

**As a sheltered housing tenant you will receive** help from housing support officers in your complex. There is generally one member of staff available between 9am and 5pm every day. An out of hours service is provided by Glasgow City Council Housing Alarms service.

**As a very sheltered housing tenant you will receive** housing support from a team that covers 12 hours a day from 9am to 9pm seven days a week. An out of hours service is provided by Glasgow City Council Housing Alarms service.

The Supporting People team will keep you fully informed of any financial obligations you may have.

## Funding

The Supporting People team within Glasgow City Council Social Work Services helps to fund your GHA housing support officers. This means that the Supporting People team may wish to discuss with you whether or not you can make a contribution towards the cost of your support. You will be advised of the overall cost of your support and what contribution you may be expected to make. The Supporting People team will keep you fully informed of any financial obligations you may have.

## **What is housing support?**

Housing support covers a range of basic services that will be offered and delivered if you require them. We aim to assist and help you maintain your independence, keep up your tenancy and live in your local community. You can find a full list of the housing support services provided by GHA staff at the end of this leaflet.

### **Housing support is not care.**

There may be other services, such as personal care, that you need in order to live independently. We cannot provide these additional services but we will work with you to help you access all the help and support you need.

## **Personal care**

Information on personal care or other services is available from your local Social Work Services office.

If you receive support from other sources, we will work with them to make sure all your support needs are met.

If you want, GHA staff can be advised of your personal care or support requirements. This information will help our staff to ensure that everyone involved in your support and care are kept fully informed.

## **Your rights in receiving housing support**

All support services are provided in partnership with and funded by the Social Work Services Supporting People team. They are implemented in accordance with the National Care Standards and monitored and regulated by the Care Commission. The National Care Standards are based on the principals of:

- **Dignity**
- **Privacy**
- **Choice**
- **Safety**
- **Realising potential**
- **Equality and diversity.**

Our staff will provide details on the standards at the start of your tenancy. A full copy of the standards is also available from GHA on request.

The Care Commission ensures that you are protected and that the services you receive meet your requirements as set out in the National Care Standards. The Care Commission inspects GHA's housing support services every year and publishes an inspection report. You will receive a copy of this report. GHA will implement any necessary improvement.

As the service's funder, the Social Work Services Supporting People team also reviews the service provided from time to time.

As a registered social landlord GHA is also inspected and monitored by Communities Scotland. All aspects of our business are inspected against a set of performance standards to ensure that we provide quality services which achieve value for money and promote equal opportunities.



## **Your personal housing support plan**

Everyone who receives housing support must have a personal housing support plan. Our staff will discuss this with you and together we will agree an initial version of your plan. You will then be asked to confirm the level of support requested by signing two copies of the plan. One will be kept and filed in a safe place by the member of staff who completed the plan. The other will be given to you for reference and safe keeping.

Within three months the initial plan will be reviewed. This provides an opportunity to further consider your personal housing support plan. There may have been some support needs which were not identified when your initial plan was agreed. Your plan will be reviewed annually.

In some cases, people may receive considerable support on a daily basis. In other cases the support required could be much less and may, for example, only consist of a phone call every week. The support GHA provides will be agreed between yourself and GHA staff.

If you want a family member, advocate, social worker or friend to be involved in these discussions then they are very welcome. We will always try to make sure that your views are respected in the housing support planning process and that you are at the centre of all decisions about the level of housing support you require.

The plan will record the support you want and the ways you want it to be organised. You will always be given a copy of your plan and any updated plans. If you require the plan in other formats these will be provided on request.

## **Review**

As the level of support you require may change with time, the level of support we offer you is regularly reviewed. Your personal housing support plan may be updated at any time but will always be reviewed every year. This review will ask how satisfied you are with the support you receive and if there are any ways we could improve or update our service to you. This review may be completed with the help of a friend, advocate or family member – anyone that you trust.

## **Alarm service**

In association with Glasgow City Council all homes within GHA Sheltered and Very Sheltered complexes have an alarm service. This is a service provided by the Council, not GHA. You can use the alarm service to obtain help when GHA staff are not on duty.

## **Confidentiality**

Your personal information will be kept secure and we will respect your confidentiality. We will tell you about other records being kept and who will have access to this information. Our staff will always respect your privacy when talking to you and when talking to other people living in or visiting your home.

There will be instances when we are required or asked to provide information to third parties. You will be asked to sign a consent form authorising this. If you do not sign this form we will not share the information.

## **Complaints and comments**

We welcome your comments about our service, both positive and negative, as they help us to improve our service. We want to make it as easy as possible for you to let us know how you feel about the service we provide. If you need help to do this, please get some one you trust such as a member of staff, a relative or a social worker, to do this for you. If you have someone helping you with your housing support plan, they could also help with this. How can you complain or comment?

A copy of GHA Complaints and Comments leaflet can be given to you on request. The leaflets are also available on the information rack at your complex. All complaints will be dealt with quickly and discretely in a sensitive manner.

## **Complaints and comments can be made to:**

### **GHA Customer Relations**

5th Floor, Granite House,  
177 Trongate, Glasgow G1 5HF  
Tel: 0141 274 6564  
Email: [info@gha.org.uk](mailto:info@gha.org.uk)  
Web: [www.gha.org.uk](http://www.gha.org.uk)

### **The Care Commission**

Central West Region, 4th Floor,  
1 Smithhills Street, Paisley PA1 1EB  
Tel: 0141 843 4230  
Email: [enquiries@carecommission.com](mailto:enquiries@carecommission.com)  
Web: [www.carecommission.com](http://www.carecommission.com)

Complaints and comments can also be made to your local Glasgow City Council Social Work Services area office. Call 0141 287 2000 for more information. GHA will monitor and report on complaints made to us by the Care Commission and the Council. Your tenancy will not be affected by making a complaint about the support you receive.

## Services

This is a list of services of services provided by GHA staff in sheltered and very sheltered housing.

- **General counselling and support.** This can include staff talking to you about social activities within the complex or the wider community and reminding you about appointments. Staff can also provide support and advice on the availability of more specialist support if required.
- **Home security.** An example of this is if you need to be reminded to lock your front door.
- **Safety in the home.** Staff can provide fire safety advice or advice on using appliances safely.
- **Use of domestic equipment and appliances.** Staff can give you advice on how to use laundry equipment, central heating settings etc.
- **Minor repairs to/servicing of domestic equipment and appliances.** If you need help to arrange repairs staff can assist you with this.
- **Contact with people, professionals and other organisations with an interest in your welfare.** Staff can help you contact other people such as social workers or district nurses.
- **Adaptations to help you cope.** Staff will help you arrange an assessment of your need for adaptations and, if funding is granted, they will help you during any necessary adaptations to your home.
- **Personal budgeting and debt counselling.** Your housing officer can provide advice in relation to rent payments, arrears or other debts.

- **Disputes with neighbours.** If you have a problem with a neighbour your housing officer can provide advice on services such as mediation.
- **Benefit claims and other tenancy related correspondence.** Staff can help you make benefit claims and contact advice agencies.
- **Resettlement.** Staff will be able to help you seek assistance should you need to move home.
- **Shopping and errands.** Staff can help you when you have to go to the shops.
- **Visitor access to your home.** Where there is controlled access to the complex staff will be able to check callers before they arrive at your door.
- **Emergency alarm calls where such calls relate to any of the housing support services and other emergency situations.** Staff on duty at the development will be able to assist by responding to any calls you make to the alarm service during working hours.
- **Window cleaning.** A window cleaning service may be provided at your development. Details of this will be provided prior to you moving into your new home.
- **Welfare checks.** Staff may carry out a daily visit to ensure your general welfare and provide help when necessary.
- **Social events for tenant groups.** Staff will encourage activities within the development and encourage tenants to attend social events.

## Contact us

For more information about any of GHA's services, please contact **08459 001 001** or visit **[www.gha.org.uk](http://www.gha.org.uk)**

This leaflet follows RNIB's Clear Print guidelines. It is available on request in Braille, tape and on disk. It is also available on request in other languages. If you need the leaflet provided in any of these formats, please contact us on **0141 274 6309**.

The Glasgow Housing Association Limited is a not-for-profit housing association registered under the Industrial and Provident Societies Act 1965, registered no. 2572R(S). It is also recognised by HM Revenue and Customs as a Scottish charity (SC034054) and is registered with The Scottish Housing Regulator under the Housing (Scotland) Act 2001 as a registered social landlord, no. 317.

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