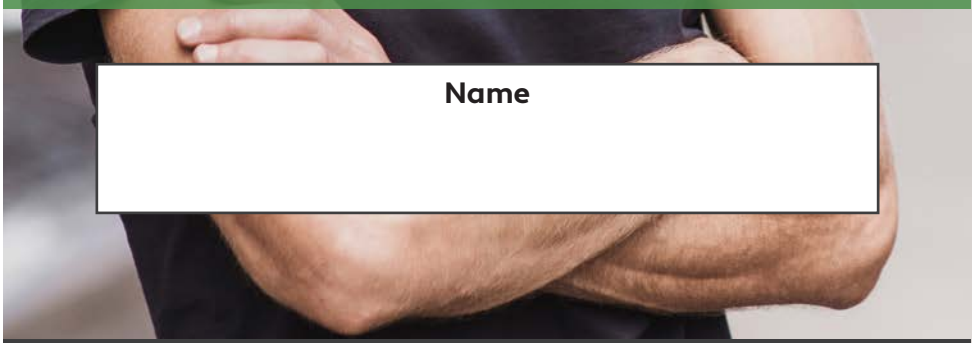


Derventio

People Really **Do** Matter

Swindon

My Guide to Housing & Support at Derventio

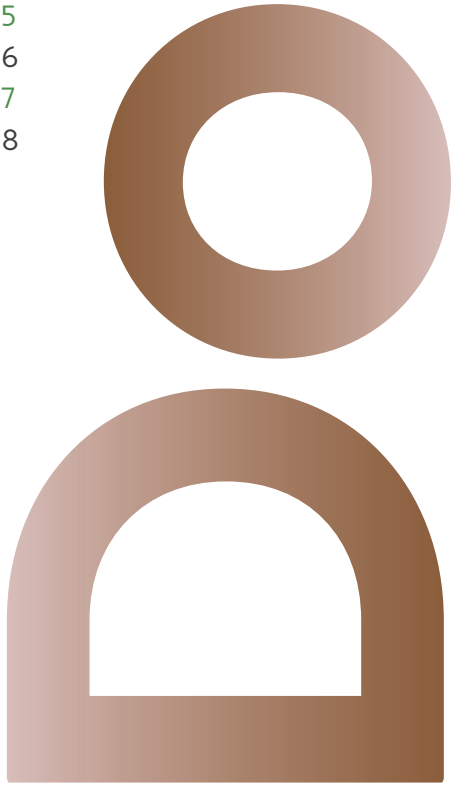


Name

Written with help from residents

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Welcome to Derventio

This handbook will tell you all about what you can expect while you are living in your Derventio home. You will also find out what we expect from you so that your time here is happy and productive.

If you are unsure about anything in the handbook, or would like some more information, please ask a member of staff. They will be happy to help.



Creating this handbook

This handbook was developed in co-production with Derventio residents. We held focus groups to help prepare the first draft, and then we consulted with residents at house meetings.

We would like to thank the residents involved for their help with this project.

Introducing Derventio

About us

Derventio's mission is:

- To do more
- To use our ingenuity, expertise and passion to give people the opportunity to have a positive future

We provide safe and secure accommodation with support. We also run specialist projects in health, employability and personal development.

Derventio is a Community Interest Company. This means that we are very similar to a charity - we do not make money for profit, and we run services to benefit people. The main difference is that we are allowed to trade.

Supported housing

Derventio provides a home for people who have been homeless or have other housing related issues.

Most Derventio residents live in shared homes usually with up to 3 other Derventio residents.

We will give you support to settle into your new home and address any problems you may have.

We aim to help you move out of your Derventio home when it is the right time for you, maybe into your own private rented home.

Derventio provides much more than just a roof over your head. If you make the most of the opportunities on offer and work with the service it will be a really positive experience.

People Really **Do** Matter

Working together

What to expect from us

- A safe and secure home
- Practical help and advice to help you live more independently
- Support to achieve your personal goals
- A good quality housing management service
- Opportunities to build your skills and confidence and help to get ready for employment or training



What we expect from you

While you are living in your Derventio home we expect you to:

- Respect other residents
- Respect yourself
- Respect our staff
- Respect your neighbours and the local community
- Follow the house rules and Derventio policies
- Work with housing and support staff
- Pay your rent or sort out your Housing Benefits
- Pay your personal contributions
- Tell us about any benefits issues

Look at the Derventio Deal for more about how we will work together.

Derventio staff

Housing & support staff

While you are a Derventio resident you will be in contact with the Housing and Support Officers who work with all the properties in your area.

Housing and Support Officers will give you some basic support and help you with some of the practical elements of keeping your tenancy. They will also visit your accommodation every month to complete health and safety checks of the communal areas and take readings of your utility metres.

As time passes and you get used to living in your Derventio home, you may need less assistance from staff. However, support will always be on hand if you need it.

If you regularly miss house meetings, refuse to accept support or behave inappropriately, we will have to review your place on the service.

Professional boundaries

We aim to always provide a professional service. Clear boundaries are essential so that both you and staff know what is appropriate.

Staff must never give, take, buy, sell, lend or borrow any money or goods to you or from you.

Staff must not give you their home address or phone number, or those of other staff. They should not socialise with you outside the service. They must not be in a personal relationship with you. This includes friendships.

Please do not put staff in an awkward position by asking them to do anything that they should not do.

Living in a shared house

A diverse mix of people

Derventio is committed to eliminating discrimination, promoting equality and celebrating diversity.

We recognise that everyone is different and we work to create an environment that includes everyone and is open to different points of view.

We aim to treat everyone fairly, no matter what their race, colour, ethnic background, religion, sex, sexuality, physical or mental health, disability or age.

We also expect anyone using our services to treat all other residents with respect.

Your housemates

Most Derventio properties are shared houses. There are lots of benefits to sharing a home:

- It is a chance to meet people and make new friends.
- You are sharing with people who are in a similar situation to you. You may be able to give each other mutual help and support.
- Household tasks such as cleaning are shared - it isn't all up to you (but you must do your bit!). You could organise a house rota so everyone has an equal share of the workload.
- It can be daunting to live in a house on your own. With Derventio you can get used to living independently with other people around.

We will do our best to move you into a house with other people who you will get on with. However it is normal that some problems will arise. There are lots of ways to deal with this.

Often the best thing to do is bring the issue up at your next house meeting. This handbook also tells you the different ways you can get in touch with staff.

Other agencies

Support from other agencies

Staff will work hard to support and assist you during your time with Derventio. For this to work well, it is important that we work together with any other organisations that are also supporting you.

Other agencies can include drug or alcohol services, organisations that work with you on mental health, probation or anyone else.

We expect you to get the help you need from other services. If you don't, you may be putting your Derventio home at risk.

Third party advice

If anything happens while you are living in your Derventio home, you may feel that you want advice from a third party.

There are many agencies that will provide you with impartial advice, including the Citizen's Advice Bureau. Ask staff where you can go for advice locally.

Form of Authorisation

You will be asked to sign a Form of Authorisation. This is an agreement that lets us share appropriate information with other agencies and organisations to help us give you the service that is right for you.

We will not tell anyone else any of your personal information unless you ask us to. If you want us to share information with a friend or family member, you must tell us in writing.

If you would like to know more about how we share information, please ask.

Protecting your data

Keeping your details safe

Support staff keep detailed and accurate confidential records of any meeting, phone call and conversation with family or other workers involved in your support.

You will be asked to sign a Data Consent Form to give us your permission to store and share your information.

Sharing information

We will only share information about you if:

- You give us written permission
- There is a risk of a crime being committed
- We are worried about your health and safety
- We are legally required to do so



Health and safety

Staying safe

We take your health and safety very seriously at Derventio:

- We check all properties regularly to make sure they are safe
- We reserve the right to come into your room to check that you are OK or to check the room

If you have any concerns about health and safety, please speak to staff.

Fire safety

If the fire alarm goes, you must leave the building by the nearest fire exit.

If you see a fire, sound the alarm (only if it is safe to do so) and then leave the building.

Keep yourself safe at all times. After you are out of the building you should contact the emergency services on 999 and then phone staff.

Make sure you know where the fire exits and assembly point are at your home. Please ask staff if you are not sure.



Moving on

Moving towards independence

Derventio aims to help you live independently and reach your full potential. We will give you support to move on to longer-term housing when it is the right time for you.

We will give you all the guidance we can to help you find a suitable home and give you every opportunity to succeed when you move on.



Getting a job

If you get secure paid work it may not be right for you to stay in your Derventio home. We will guide you to find a home that you can afford in the private rented sector or social housing. We have a Worker's Charter which outlines what help we will give you in this situation and what we expect you to do.

Your belongings

We cannot store your belongings if you leave. If you think you might have to leave unexpectedly please talk to your Housing and Support Officer.

Furniture

You cannot bring your own furniture into your Derventio home. Talk to your Housing and Support Officer if you want to know more.

Getting in touch

Here to help

Staff are here to help you. If you are struggling to cope or settle into your home, or if you have any other problems or concerns please talk to a member of staff. You just need to ask.

There are several different ways you can get in touch.

House meetings

Regular house meetings are held in every Derventio home. It is important that you attend these meetings as they are part of your licence agreement.

You will be told when your house meetings are as part of your welcome to the service. If you are not sure, just ask.

House meetings are a chance for everyone living in your house to get together and discuss how things are going for you all. It is also a good opportunity to talk to your Housing and Support Officer one-to-one.

Phone or text

The best way to get hold of staff between meetings is by phone or text. Use the numbers on the back page of this handbook to contact them directly. If you can't get hold of them on their direct numbers, call the main office. If the person you want is not available, you will be able to leave a message with another member of staff through this number. The phone numbers are open during office hours. If you send a text or leave a message outside these hours, staff will get back to you their next working day.

You can also use the contact form on our website derventiohousing.com or email info@derventiohousing.com to get in touch with us.



On-call emergency service

When to use the on-call emergency service

The on-call emergency service is only for emergencies. Please use this number only when you feel that the issue cannot be left until the next working day.

Use the emergency number if:

- ✓ You need to report an emergency repair that cannot wait until the next working day
- ✓ You are suffering harassment or abuse

Do not use the emergency number:

- × To arrange or cancel an interview with staff - this needs to be done during working hours
- × To speak to your Housing and Support Officer
- × If you are reporting a non-emergency repair

Information to provide

If you do need to contact the on-call emergency service it is important that:

- ○ You are very clear
- ○ You tell staff what the problem is
- ○ You give as much information about the problem as you can

The member of staff who takes the call will decide what needs to be done next. They may decide that it can wait until the next working day. If they consider it an emergency they might visit the property. They will let you know what is going to happen.

If you or another resident is in danger

1. Make yourself safe
2. Call 999 and ask for assistance from the police, fire or ambulance services
3. Call Derventio on the emergency number

Reporting problems

Feeling safe in your home

You have the right to live peacefully in your Derventio home. We are committed to stopping anyone who makes you feel threatened or unsafe.

You can talk to Derventio staff or someone from another agency (such as your probation officer or community psychiatric nurse) if you experience any problems.

If you see or experience any of the things listed below, you must report it.

Violence

Derventio does not tolerate any form of violence. This includes actions and threats towards staff, residents, contractors, neighbours and visitors.

Harassment

We do not tolerate harassment. Harassment means being treated unfairly for any reason. It may be because you look different, or it could be about your physical ability, your mental health, your age, your sexual identity or your religion.

Abuse

If you are being treated badly, harmfully or improperly, you are being abused. We do not tolerate any abuse at Derventio. Abuse can include:

- Physical: hitting, hurting your body
- Sexual: inappropriate language, touching without consent, rape
- Emotion or psychological: threats, humiliation
- Financial: theft, taking money or items by intimidation
- Neglect: left without food or care
- Discrimination: being treated unfairly because of your sex, race, culture or sexuality

Feedback

How to give feedback

Please let us know your feedback or suggestions to help to improve the service. You can use the feedback form, website, speak to staff, email info@derventiohousing.com or use the annual satisfaction survey to tell us what you think.

How to make a complaint

We hope that your time with Derventio is positive. However, if you feel that you are not getting the service you should be, or if you feel that you have been treated unfairly, you can make a complaint.

If you wish to make a complaint you need to fill in our Feedback Form. You can get a copy from staff or from head office on 01332 292776.

You can also write directly to:

Private & Confidential
Complaints Manager (HR Dept)
Derventio Housing Trust
33 Boyer Street
Derby DE22 3TB

A manager will try to sort out your complaint with you immediately. If this is not possible, or you are still not happy, your complaint may be dealt with by more senior staff.

If a senior staff member is dealing with your complaint, you will receive a written acknowledgement within 7 days.

The person dealing with your complaint may need to talk to you and anyone named in your complaint. You can bring a friend or support worker with you if you like.

What to include

You should write about:

- What your complaint is
- Who was involved
- When and where it happened
- What you want to happen
- The best way to contact you

Reporting repairs

How to report a repair

To report a repair to Derventio, contact staff by phone, text, in person or on our website.

Your repair will be classed as either an emergency, urgent or routine repair.

Emergency repairs

Emergency repairs will be investigated within 48 hours. They could include:

- Broken boiler (no hot water)
- Front door not secure
- Broken window
- Gas leak
- Water leak

Urgent repairs

Urgent repairs are investigated within 7 working days. They can include:

- Broken cooker
- Broken fridge
- Broken shower

Routine repairs

Routine repairs will be investigated within 1 month. Examples include:

- Broken washing machine
- Decor
- Cleaning carpets
- Broken furniture
- Gardens
- Rubbish removal

If your electrical supply is lost

Call Western Power on 0800 6783 105. This is only for problems when the supply is lost. All general faults with appliances and electrical wiring should be reported to Derventio.

If you smell gas

Call the National Grid on 0800 111 999. Switch off the main tap, open all windows and doors, leave the property and call this number immediately. Please inform staff.

Getting involved

Make the most of your time with Derventio

The more you are involved, the better the service will be for you and other current and future residents. Getting involved is an important way to make sure Derventio is the service you want it to be.

You can get involved by:

- Filling in the annual satisfaction survey
- Taking part in learning and skill-building activities on offer
- Writing down your ideas and give them to staff
- Telling us about your experience by filling in a Feedback Form

Promotion and publicity

We sometimes use photos, quotes and stories of residents to help promote the service. This could be to help raise money to keep the service running or to promote Derventio to other organisations and potential residents.

It could involve being in the local press, in Derventio publicity materials or on our website, for example.

If you would like to help us in this way, please let a member of staff know.

You will be asked to sign a consent form so that your story or photo will only be used in a way that you are happy with.



My Derventio contacts

My Housing & Support Officer

Derventio Swindon office

Derventio Housing Trust
Unit 12, Ergo Business Park
Kelvin Road
Swindon SN3 3JW

01793 239570
info@derventiohousing.com

To report repairs

Speak to staff or call the office on 01793 239570

On-call emergency number

01793 238880

Derventio

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Derventio Housing Trust
33 Boyer Street
Derby DE22 3TB

01332 292776

info@derventiohousing.com

www.derventiohousing.com

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