



Service Handbook

October 2014

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Introduction

The London Borough of Barnet sought a service provider in 2014 to deliver a generic housing related short-term support service, which also includes a specialist mental health floating support component for people within in-patient mental health settings, hospitals and patients in recovery centres.

Outreach Barnet is delivered by Genesis Housing Association in partnership with Homeless Action in Barnet. The aim of the Service is to enable people to sustain their tenancy or home and assist them to develop or maintain their independence within the community. The intention is to prevent homelessness and the support will be solution focussed, resolving issues and preventing crisis.

The service is for people aged 16 and over who are assessed as requiring housing related support and are Barnet residents or have strong local links to Barnet. This includes homeless households who have been placed by the council in an accommodation outside Barnet, but in neighbouring boroughs.

Service information

Eligibility

Outreach Barnet is for customers living in any housing tenure within the London Borough of Barnet, or live outside of the borough but have local links to Barnet or have been placed by the Council in temporary accommodation in neighbouring boroughs, subject to the following eligibility criteria:

- Aged 16 years or over,
- Have a identified need for housing related support, which will enable access to housing and support services, to maintain or prevent loss of their accommodation and independence,
- Are willing to engage with the service.

Customer groups

The Generic Floating Support service provides support to people with housing related support needs that include but are not restricted to the following client group areas:

1. Older People with Support Needs
2. Older People with Dementia & Mental Health Needs
3. Frail Elderly
4. Mental Health Needs
5. Learning Disabilities

6. Physical & Sensory Impairment
7. Single Homeless with Support Needs
8. Alcohol Misuse Problems
9. Drug Misuse Problems.
10. Offender or at Risk of Offending
11. Mentally Disordered Offenders
12. Young People at Risk
13. Young People Leaving Care
14. People at Risk of Domestic Violence
15. People with HIV/AIDS
16. Homeless Families with Support Needs
17. Refugees
18. Teenage Parents
19. Rough Sleepers
20. Gypsies & Travellers with Support Needs
21. Generic / Complex Needs (*Carers, Autism, Families with Support Needs, ASB Perpetrator, ASB Victim*)

The above client groups are those defined by the Client Record Form of **Centre for Housing Research (University of St Andrews)**, with the “Generic/Complex Needs” category subdivided for additional client categories.

The specialist mental health component targets:

- People in In-Patient Mental Settings & Hospitals
- Patients in Recovery Centres

Length of Support Period and Throughput

The Generic Floating Support Service is a short term service providing support to service users for up to **4 months**. The council recognises that a small number of customers may need support for a longer period and therefore extensions will be agreed on a case by case basis.

The specialist support for people within in-patient mental health settings (hospitals and patients in recovery centres) is intended to be provided for up to **9 months**; however, where individuals require a longer period of support, extensions will be agreed on a case by case basis.

Service Delivery and Availability

The service operates Monday to Friday 9 am – 5 pm; Support Workers may meet individuals after office hours in weekdays, if needed. This practice is subject to prior agreement.

An important part of our service delivery is via group activities, workshops and information days alongside one-to-one meetings. We expect our customers to engage with these activities as part of their support planning.

Support Outcomes

Outreach Barnet is designed as an outcome-focused service which aims to achieve the goals, aspirations or priorities of its customers. The service is person-centred in approach; recognising that each individual is unique and will have different requirements. The outcomes for our customers are based around the following domains: Achieve Economic Wellbeing, Enjoy and Achieve, Be Healthy, Stay Safe and Make a Positive Contribution.

Customers' Rights and Responsibilities

Outreach Barnet service promotes independence and empowerment; so rather than doing things for you, we will encourage and help you to do things for yourself. We will enable you to remain independent and safe by providing the right information, advice and access to support, making sure that when life changes, you stay in control of your life with the right support. Customers can expect the following objectives from us:

- To meet regularly with you to develop and review a person-centred support plan, which outlines your aspirations and goals to achieve, and how your Support Worker will help you to do that,
- To encourage and empower you to increase your confidence and self-esteem to enable you to do things for yourself,
- To support you with developing the necessary skills to sustain your housing and independence and enabling you to live in the community self-supported,
- To monitor and review our working practices to ensure that our customers receive the highest quality support; that is sensitive and flexible to meet a person's changing needs,
- To assist and provide advice to you with regards to issues such as personal health, welfare benefits, housing, completion of forms or letters, budgeting, managing debt or support with appeals; and where necessary refer you to specialist agencies,
- To support and improve your access to education, training and employment and engagement in meaningful activities.

Your Support worker will meet with you regularly; either at your home, at one of our offices or in the community, this will be agreed together to suit your requirements. Your support worker will also keep in contact with you via telephone calls, text messages, emails where possible. Our expectations from you are as follows:

- To work in partnership with your Support Worker so that the goals of your support plan can be achieved,
- To keep your appointments as agreed with your Support Worker; if you cannot attend or need to cancel an appointment, to contact your Support Worker as soon as possible,
- Engage with group activities, workshops and information days as agreed in your support plan,
- Help us to co-produce workshops, information days and give us feedback how we are doing.

Equality & Diversity

Outreach Barnet is committed to providing a support service that implements equality, diversity and inclusion at the centre of everything we do.

Our approach to equality and diversity is based on the following principles:

- **Fairness** – We will work in a way which promotes equality, diversity and inclusion and which does not discriminate against any of our customers or staff members.
- **Respect** – We will work in partnership with customers and staff to encourage a culture where everyone is valued and respected.
- **Integrity** – We will work to ensure that our practices are transparent and open to scrutiny.
- **Providing Opportunity** – We will work towards a culture which is fair and where all customers and staff have the opportunity to reach their full potential.
- **Expertise and Excellence** – We will work to ensure that the skills and knowledge of our workforce meet the diverse needs of customers.

Data Protection and Confidentiality

Your personal information is held by Outreach Barnet in both manual and computerised case files. We will not disclose any part of this to third parties or other organisations without your consent as set out in the Data Protection Act 1998; except in cases where Outreach Barnet has a legal or statutory duty to do so or where passing on relevant information would be essential to the carrying out of duties (*e.g. where the health and safety of customer's would be at risk or if the third party to whom the data is disclosed has a legitimate interest in the information and it does not interfere with the rights and freedoms of the data subject*).

Safeguarding

Outreach Barnet considers the abuse of anyone at risk, be they adults, young people or children to be wholly unacceptable and fully recognises the harmful effect that abuse has, not just on the victim, but also their families and the wider community.

We believe that the welfare of adults and young people at risk is paramount and that everyone has the right to protection from abuse regardless of age, culture, disability, gender, racial origin, language, religious belief or sexual orientation. We view abuse or suspected abuse as extremely serious and are committed to identifying, responding to and addressing issues of suspected abuse and will work towards minimising the potential for abuse to occur. We recognise that we provide services to people who have both been victims of abuse and to perpetrators. We will therefore work in partnership with other agencies to support victims of abuse and address the risks presented by perpetrators where appropriate.

The Genesis procedure Reporting Safeguarding Concerns details the reporting process within the organisation.

All Outreach Barnet staff, support workers, assistants, trainees and volunteers will follow Barnet Council recommendations when reporting safeguarding matters to Social Services and external services.

If you know anyone or you yourself are experiencing any form of abuse; please contact your Support Worker or their line manager.

Comments, Complaints and Compliments

We welcome your feedback on our service, whether positive or negative. We believe that effective handling of complaints increases customer confidence and satisfaction and can provide valuable insights into what we do well and where we need to improve.

Making a complaint

Let us know as soon as possible, if our service has let you down, so we can fix the problem for you and take steps to ensure it doesn't happen again.

You can make your complaint verbally by calling your support officer or their line manager or our duty line. You can write to us a letter, postcard, send an email to feedback@outreachbarnet.org.uk or fill in feedback section on our website www.outreachbarnet.org.uk.

What happens after making a complaint

We will discuss your complaint with you to see if we can put things right quickly. We will make sure we understand the issue and what you think we can do to resolve it. We endeavour to fix all complaints as soon as possible. If we can't put it right quickly, we will log it as a formal complaint, agree a timeframe with you and keep you informed of progress. We aim to respond within 10 working days, but may take longer in some cases. We may agree with you what we will do over the telephone to resolve your complaint, but you will always receive written confirmation of our final response to a formal complaint.

If you're not satisfied with our response

If you believe our final response to be unfair, or contrary to our policies and procedures, you can ask us to review it. You will need to explain why the response is wrong, and what more we can do to put it right. We will tell you how long the review will take and you will receive another full written response. If you are still not satisfied with our response, you can ask a 'designated person' to review your case. A designated person can be one of your local councillors or any MP in England.

Once you take your complaint to them, they may investigate or refer your complaint to the Housing Ombudsman. You can contact the Housing Ombudsman directly on 0300 111 3000, but you will need to wait for eight weeks after our final review.

Genesis Care & Support Quality Assurance

Genesis Care & Support aims “Providing Excellent Care and Support” to its customers and there is a group of policies and procedures being developed to realise this ambition. Outreach Barnet complies with these and also develops local guidelines in line with the contract specifications.

We would like our customers and stakeholders to help us co-produce the service delivery. In order to achieve best practices, we will consult our customers and stakeholders about service delivery practices in number of areas.

1. We will seek customers and stakeholders’ opinion on workshops subjects.
2. We will consult in organising information days and cultural events with internal and external partners.
3. We will seek to form a Customer Focus Group to review and develop policies, procedures and local guidelines.
4. We will ask our customers to take part in internal audits.
5. We will ask for customers’ feedback after events and individual’s case closures.
6. The management team will contact customers via telephone to carry out “spot checks” randomly. This will provide an opportunity for service users to give feedback to our management directly.

Participating to above activities is voluntary. If a customer wishes not to be contacted for such practices, we encourage you to inform us so that we can record this request to avoid any communication for example letters, phone calls, emails.

Customers may be contacted by the Genesis Care & Support, Service Improvement Team or Local Authority Contract Monitoring Officers.

However, Outreach Barnet management team will inform customers, if such requests are made from these parties.

Useful Phone Numbers in Barnet

Outreach Barnet

Outreach Barnet (Drop-in & Duty Office)	36b Woodhouse Road North Finchley London N12 0RG 0203115 1185
Outreach Barnet (Appointments only)	20 Concourse Grahame Park London NW9 5XA
Staff members have access to other Genesis offices in Barnet and Camden.	

London Borough of Barnet

Main Switchboard	020 8359 2000
Social Care Direct	020 8359 5000
Barnet Homes	0800 389 5225

Drugs & Alcohol

Barnet Drug & Alcohol Services BDAS is a specialist treatment service committed to providing access to a range of treatment options to individuals for whom drugs and alcohol have become a problem	020 8702 4300
The Recovery Centre Westminster Drug Project Barnet is a support service for individuals who are affected by drug and alcohol problems	020 8371 8110
Turning Point RE-START A fast, accessible & confidential service for people in Barnet wishing to reduce, stabilise or stop using alcohol & or drugs	020 8492 2525
Frank Free and confidential advice for Young People	0300 123 6600

Older People

Age UK (England)	0800 169 6565
Age UK (Barnet)	020 8203 5040

Physical disabilities

Barnet Centre for Independent Living a peer-led organisation that promotes accessibility for disabled people by breaking down barriers to employment and social inclusion.	020 8359 6450
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Younger People

Barnet Young People Drug & Alcohol Project	020 8441 3595
331 Young Peoples Centre	020 8359 3100
Families & Young People's Information Service	020 8359 7651

Mental Health

Mind in Barnet advice, support & activities promoting mental wellbeing, including Day Centre, Information & Advice sessions & befriending	020 8343 5700
Primary Care Mental Health Team	020 8702 4000
SANE provides emotional support and information to anyone affected by mental illness, including families, friends and carers	0845 767 8000
Older Peoples Day Service Daily activities for those experiencing dementia, cognitive impairment, depression or psychotic illness	020 8702 4580 / 4585
Samaritans (24 Hours)	08457 90 90 90
The Network Provides short-term support to people with mental health problems, giving you the opportunity to gain/regain skills and confidence to participate fully in your community.	020 8359 3230
Richmond Fellowship Supported Housing, Employment, Training, Community & Day Services	020 8364 8466
Chinese Mental Health Association A range of help & support to people including befriending, counselling & employment support	020 7613 1008

Learning Disabilities

Mencap	020 8349 3842
Barnet Learning Disabilities service	020 8359 6161

Other Useful Numbers

Barnet Carers Advice, information, emotional & practical support for all informal Barnet carers , including multicultural support group	020 8343 9698
Barnet Stop Smoking Project	0800 328 2784
Barnet College	020 8200 8300
Barnet Asian Women's Association Supports to Asian women, including a helpline, drop-in sessions, support groups & counselling	020 8368 3077
Farsophone Counselling Service Individual & family/ couple therapy to the Iranian community, including help with welfare & legal matters, finding employment & a befriending club	020 8951 2004

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Acknowledgement & Agreement

I confirm the receipt of Outreach Barnet Service Handbook and I am happy to receive the support offered by Outreach Barnet.

I understand that if I would like to have detailed information about Genesis Care & Support Policy and Procedures or the areas covered in this handbook, I can ask for my case worker during the support period.

Additional comments about this handbook:

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Date		Date	
Customer Name		Staff Member	
Signature		Signature	

- This receipt is to be filled in by all customers at the beginning of the service.

If you do not wish to be contacted about co-production meetings or social events not directly relevant to your support planning, please tick this box.