

Connect Housing produces this material for your information and to help you understand what your options are.

However, this publication is not a recommendation by Connect Housing; you are free to make your own choices.

You can approach the Scheme Manager for help or advice at any time or contact:

Simon Calland
Senior Housing Officer
Huddersfield

01484 353535

Or
Sue Hendry
Senior Scheme Manager
Leeds

0113 2311561



What is a Support Needs & Risk Management Plan?



Connect Older People's Services

A charitable housing association

Support Needs & Risk Management Plans

The Support Needs & Risk Management Plan is a document that your Scheme Manager (sometimes called 'your Support Worker') completes with you.

Your first Support Needs & Risk Management Plan will be completed shortly after you move into your property, it will then be re-viewed every twelve months, however, if you, your Scheme Manager (Support Worker) feel that it needs to be reviewed sooner, it can be.

You may have someone with you when the Support Needs & Risk Management Plan is being completed, this may be a relative or a friend.



Useful telephone Numbers

Leeds Supporting People Team
5th West Merrion House
110 Merrion Centre
Leeds LS2 8BB

Tel: 0113 3950486

Email supporting.people@leeds.gov.uk

Wakefield Supporting People Team
PO Box 190
Chantry House
4th Floor, Room 427
123 Kirkgate
Wakefield WF1 1ZE

Telephone: 01924 306293

Fax: 01924 306861

Email: supporting@wakefield.gov.uk

Useful Telephone Numbers

Calderdale Supporting People
2nd Floor Northgate
House Halifax,
HX1 1UN

Telephone: 01422 392645

E-mail: spteam@calderdale.gov.uk

Kirklees Supporting People Team
Strategic Housing Services
Forth Floor
Oldgate House
Huddersfield HD1 6QW

Tel: 01484 221 271

Email: supporting.people@kirklees.gov.uk

Support Needs & Risk Management Plans

The Support Needs & Risk Management Plan will help us identify things that you may need assistance with. It will also help us to provide you with the most appropriate assistance to help you stay independent and look after your health.

The Scheme Staff can assist in co-ordinating these services and linking in with new ones.

The Supporting People team requires us to record and monitor services we provide to you and to demonstrate that they are appropriate to your individual needs and wishes. The Support Needs & Risk Management Plan document will form part of that evidence.

What is Support?

Support is defined as housing related support to help you live independently. It is more of an 'enabling' service rather than a 'doing for' service. The type of tasks we **can** help you with include:

- ◆ Help in setting up and maintaining your tenancy
- ◆ Finance/Economic well-being
- ◆ Safety and security of the accommodation
- ◆ Maintaining health and well-being
- ◆ Developing life skills



Useful telephone Numbers

Connect Housing

Leeds

0113 2350202

Email sue.hendry@connecthousing.org.uk

www.connecthousing.org.uk

Connect Housing

Huddersfield

01484 353535

Email simon.calland@connecthousing.org.uk

www.connecthousing.org.uk



Complaints or Compliments?

Please ask for a Complaints/Compliments leaflet from a member of staff or by ringing Connect Housing Association.

It is your right to ask for a re-assessment if you feel that your needs have not been met.

It is your right to ask for another member of staff to conduct a re-assessment if you feel that your needs have not been met.

It is your right to appeal against any of the decisions that you feel you have not been consulted adequately about.

You can contact Connect in various ways, please see the Useful Telephone Numbers pages 11, 12 & 13.

What is not Support?

There are some tasks that are **not** eligible under Supporting People and these include:

- ◆ General social care
- ◆ Day to day repairs
- ◆ Collection of rent
- ◆ Decorating services
- ◆ Domiciliary and home care
- ◆ Gardening
- ◆ Health care
- ◆ Personal care
- ◆ Rehabilitation and specialist

Confidentiality

This means that the only people who can have access to this information are YOU and your Scheme manager (Support Worker) on a 'need to know' basis. We will only share information on your Support Needs & Risk Management Plan with others where you agree that we can.

You will be provided with copies of your Support Needs & Risk Management Plan and the Support Needs & Risk Management Plan Reviews, these will remain your property and stay with you.

You have the right to discuss matters with Scheme staff in confidence and the right to be treated fairly, equally and in the knowledge that your cultural beliefs will be respected.

Confidentiality Cont'd

Data Protection Act 1998 and Freedom of Information Act 2000 – Access to Information:

Information recorded about you may be held on computer. Connect Housing Association is a registered user under the Data Protection Act 1984.

You have the right under this Act to access information about you held on computers. Under the Freedom of Information Act, you may also have the right to access information held about you on other files.

If you would like to see any information that is kept on file about you, please contact the Scheme

