Supported Accommodation 16+

Young People's Guide 2023

wakefieldcouncil

Introduction

Wakefield Council wants you to feel safe, happy and supported in your accommodation. This guide introduces how we will help you to make a success of living independently.

WAKEFIELD FAMILIES TOGETHER
happy, healthy, safe

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1. Accommodation & Furnishing

We have a range of accommodation spread over the area of Wakefield which consists of both shared, single occupancy flats and supported lodgings. (Regardless of where you live you will have your own bedroom)

You will be provided with a key/ finger print access to your home which allows you entry to your property and your bedroom. (Dependent on where you live)

All accommodation is furnished and includes white goods (washing machines, refrigerators and cookers) and essential furnishings such as sofas, beds, wardrobes and bedside drawers.

You will also be provided with a welcome pack, and household essentials to ensure you have the items to cook, clean and relax in your new home.

Depending where you live you may share a kitchen, bathroom and communal area.

2. Rules to Keep you and others safe

- You will have a license agreement which contains detailed information about your accommodation. Please ensure you read and sign it.
- Two visitors are allowed in the property until 11pm.
- Smoking/vaping, alcohol and illegal drugs are not permitted in any of the properties.
- Be respectful to those you live with, staff and your neighbours.
- Keep your property clean and tidy to an agreed standard.
- Engage with ISA's, PA's. Hosts and Social worker. We are here to help you gain the skills to obtain your own property.
- You may be reported missing if we are unable to contact you.
- Pets are not permitted in properties.
- Do not tamper with electrical or gas supplies.
- Do not tamper with fire fighting equipment or smoke detectors.

3. Important information about your home

- CCTV is installed in Warren Court, Benson Lane, Briggs Row & Dunbar/Neville Street. It may also be installed in Supported Lodgings Accommodation. For the protection of occupants of accommodation, staff and visitors the system records information and would be viewed if there was a serious incident. CCTV does not intrude on your direct privacy within your home.
- From time to time, we may require access to your home. We will aim to inform you in advance of any need to enter your accommodation. Generally, this will be to carry out health and safety checks & maintenance. ISA's/Hosts may also enter your property if they have significant concerns about you, the property or others.
- ISA's/Hosts can support you to personalise your home with pictures and soft furnishings. We request you do not decorate or graffiti walls and doors.
- Maintenance is carried out by qualified persons. Please report any damage or faults to ISA's/ Hosts.
- Your property should be kept clean and tidy to the standard you first received it in. You will be provided with a vacuum cleaner and an initial supply of cleaning products to help you. ISA's/Hosts will support you on things like recycling, which day bins require emptying and which cleaning products you may need.
- Your home will be heated by a GAS boiler, which will be serviced regularly by a qualified engineer.
- Gas shut off pipes, water stop valves, electric and gas meters are located within your homes. You will be supported to understand their importance and what they are for.
- We will purchase a TV license for your property.

FIRE SAFETY

- Do not smoke within your property.
- All properties are fitted with smoke alarms (Do not tamper or cover these)
- Fire Blankets are installed in kitchen areas (Do not tamper with these and only use if you feel confident to do so)
- In the event of a fire or Alarm being triggered please evacuate the building through the nearest exit and call 999.
- Do not collect personal belongings and do not re-enter the building unless informed to do so by the fire brigade.
- Contact ISA's/Hosts, security staff and or EDT. (some important numbers are provided within this document)

4. The staff Team

Darren Higgins
16+ Supported Accommodation Operations Manager/Service Manager

Fay Laybourne
16+ Accommodation & Support Co-ordinator

Melanie Boffin
Accommodation Officer

Intensive Support Advisors

Alison Fletcher (18.5 hrs)
Kelly Smith (18.5 hrs)
Troy Hodgson (37 hours)
Glenn Smith (37 hours)
Jane Antcliffe (37 hours)

Kara Dewar (37 hours)
Laura Sykes (37 hours)
Roger Newbould (37 hours)
Louise Jenkins (37 hours)

1 x Caretaker (37 hours)
1 x Administrator (37 hours)
1 x Domestic (24 hours)

5. Support

You will be assigned an Independent Support Advisor (ISAs) to be your keyworker. They will help you to settle into your new home and assist you to make appointments to support your health, education and help to obtain employment. ISA's will be the people responsible to help you gain independence skills in a number of areas including:

- Cooking
- Budgeting
- Health
- Transport
- Education & Employment
- Advice and Signposting
- Housing

Independent Support Advisors (ISA's) will stay in contact with you regularly through your mobile number (If you have one) or by visiting your home. It is important you work with your Independent Support Advisor (ISA) and other agencies so that we can determine the level of your independence.

We also work closely with your Social Worker and Personal Advisor (PA) from the Next Steps team. Wakefield Council has designed a Local Offer to CIC and Care leavers. Full details of what is available is accessed here: **www.care4us.co.uk**.

In collaboration with our colleagues in the NEXT STEPS team, we offer a 12 week training programme covering a wide range of areas which supports you with your independence skills. Full details of the scheme are also contained within the local offer.

Independent Support Advisors (ISA's) are available throughout the day mid week and at weekends. During the evening security staff are based at Dunbar Street and Warren Court. EDT (Out of Hours Social Workers) are also available midweek after 5pm and throughout the weekend.

The Host/s will provide key working responsibility within Supported Lodgings.

6. Where you live

Independent Support Advisors (ISA's) or Hosts will support you to get the most from your local community. A local assessment of the area has been undertaken which will help you to find activities and attractions which might be of interest to you.

Shopping

Fashion/clothes

Wakefield has two shopping centres located in the City Centre: The Ridings & Trinity Walk. The City centre also contains several popular high street names.

Grocery shopping/eating out

Wakefield also boasts a number of Supermarkets including Asda (Sandal), Sainsburys (City centre), Morrisons (City centre) and Aldi (Snow Hill) Depending on where you live there will also be a number of local convenience stores and places to eat out. Wakefield has a diverse population and so finding specialists for dietary or cultural foods (HALAL) will not be difficult.

Transport

Wakefield has two main Train stations (Westgate & Kirkgate). It also has a large bus station which is located close to the City Centre. Travel to other parts of the borough and surrounding villages and towns can be easily undertaken from here. Independent Support Advisors (ISA's) will help you to obtain timetables and source the most affordable fares.

Education, Training & Employment

Your social worker and Independent Support Advisors (ISA's) or Hosts will support you to access local colleges and or obtain training/ employment. Wakefield College offers a number of different courses as do neighbouring towns such as Huddersfield & Barnsley. As part of the local offer you may also receive financial help to attend interviews and we can also support you with a package of driving lessons.

Fitness, Sport & Culture

You will be provided with an Aspire Card which gives you and one other person access to any Wakefield Council Leisure Centre. Here you can attend the gym, swimming pools and many more activities for free. Wakefield also has a range of leisure/sporting areas of interest. Wakefield & West Yorkshire are home to a number of Rugby League Football Clubs, and Wakefield Trinity is located not far from the city centre. Although Wakefield does not have its own professional football club to boast of, Leeds United, Huddersfield Town & Barnsley FC are within short travelling distance. If athletics is your thing , Thornes Park Athletics stadium can offer both indoor and outdoor running tracks, a gymnasium and fitness classes- it is also free to use with an Aspire card.

Culture

Wakefield is home to The Hepworth art gallery, Theatre Royal (Theatre), Cineworld multiscreen complex and a large centrally located library which also offers free WiFi. Within a short commute is the Xscape indoor ski village, Bretton sculpture park and Pugneys country park. There are also a number of parks and playing fields located across the borough.

Religion

Independent Support Advisors (ISA's) or Hosts will provide you with information about your local area which includes details of the nearest religious institutions. We will aim to promote and source information for you which forms a positive part of your culture and or religion.

7. Financial Support

If you don't already have a bank account, Independent Support Advisors (ISA's)/ Hosts will help you to obtain one. Your personal allowance will be paid directly into your account. The utility amount will be automatically withdrawn.

- Personal allowance
  £60 minus £17.00 utility costs = £43
- Setting up home grant
  up to £3000 based on assessed need
- Birthday
  £82 until you are 21
- Festival
  £82 per year until you are 21
- EET Equipment/Clothing
  Discretionary based on need. Proof and receipts required
- Travel/Bus Pass
  Discretionary based on need
- Hobbies/Interests
  Discretionary - based on assessed need
- Passport
  Based on assessed need - ID need
- Rent
  Paid by Local Authority until you turn 18
- Driving license and 10 lessons
  Available from age 17 up to 21 - based on assessment*
- If you attend college, you may also be entitled to a bursary worth up to £1200 which is paid to young people aged 16-19.
- If you choose to gain employment or access training through an apprenticeship you will be paid a minimum amount of money per hour. The minimum rates are set by the government. Payments are based on your age, which increases as you become older.

As of April 2023 these are:

23 and over	**£10.42**
21 to 22	**£10.18**
18 to 20	**£7.49**
Under 18	**£5.28**
Apprentice	**£5.28**

8. Useful information and contacts

- **Intensive Support Advisors (ISA's).** The team of ISA's will support you while you remain in our accommodation. They will provide you with their mobile numbers and will contact you regularly to ensure you are safe, you are maintaining your property, and you are gaining the skills you need to obtain your own property.
- **The Coordinator** is the manager of the ISA team. They will oversee the day to day running of the service and ensure we have enough staff in place to meet your needs, ensure you have the finances to support you and that our accommodation meets your needs. They will provide you with a contact telephone number.
- **Accommodation Officer** is the person responsible for ensuring the homes are maintained to a high standard, that your finances are in place and your utility/rent payments are set up for when you come to us and eventually move on to your own property. They will provide you with their contact number.
- **16+ Housing Support Advisor** will support you in registering with Wakefield District Housing (WDH) and any other area of your choice. They will help you to gain your priority banding and navigate the bidding process to obtain your own property.
- **Host**
  Is the person/s who provide accommodation within their own home. This is referred to as Supported Lodgings.
- **EWBT - The Wakefield Emotional Wellbeing Team** has been revised to improve the Local Authority's offer of emotional, behavioural and mental health provision for children in care and care leavers and their foster carers/ caregivers and professional team around them. Your social worker and PA can refer you to this team.
- **Turning Point** work with people who need support with their drug and alcohol use, mental health, offending behaviour, unemployment issues and people with a learning disability. We aim to inspire, empower and discover new possibilities in their lives. Your social worker or ISA can refer you or you can self refer by using their online contact process. www.turning-point.co.uk
- **Wakefield CAPS** (Children's Advocacy & Participation Service) provides an Advocacy and an Independent Visitor service to children and young people where Wakefield are the responsible local authority. It is run by Barnados. Tel: **01977 552493**
- **CIC teams.** There are 5 CIC teams in Wakefield. The Children in Care Services (Social Work Teams) work with children in care and care leavers up to the age of 18 years. You will be appointed a Social Worker who will provide you their contact details.
- **Interpreter services.** Where your English skills are limited ISA's and your PA/SW will use Language Line (Big word) and Olive Grange. To support you to learn and improve your understanding of the English language, ESOL courses are available locally. (English for speakers of other languages)
- **Virtual School.** The Virtual School is a statutory function of a local authority and has a key role to ensure children in care have the maximum opportunity to reach their full educational potential. Virtual school colleagues will support you to access education and or training. They will also attend your reviews.
- **Next Steps The Leaving Care Team** provide support to care leavers aged 18+ in line with their agreed Pathway Plan and children aged 16 plus in line with their planned transition towards leaving care. The team is comprised of Personal Advisors (PA's), senior personal advisors and a social worker. Your PA will provide you with their contact number when assigned to you.

9. Emergency number

In an emergency you can contact Wakefield Council's 24hr telephone number

Tel: 0345 8 503 503

10. Complaints & compliments

- Ofsted is a government department who instruct us on what we should provide to you. All of our properties are registered with Ofsted. They will inspect our service to ensure we are providing the right support to you. If you do have any concerns about Wakefield Supported Accommodation you can contact Ofsted Tel: **0300 123 1231**
- To make a compliment about our service or individuals please contact **customerrelations@wakefield.gov.uk**
- Should you wish to make a complaint **socialcarecomplaints@wakefield.gov.uk** or Tel: **01924 302840**

A selection of independent agencies who you may wish to use:

- The Mix (LGBT support) **0808 808 4994**
- Child Line - **0800 11 11**
- NSPCC Helpline - **0808 800 5000**
- CORAM Voice - **0808 800 5792**
- Children's Commissioner of England - **0800 528 0731**
- The Care Leavers Association - **01616 375040**
- Children's Rights Alliance - **0207 278 8222**
- NYAS - **0808 081 001**