

Housing Support and Social Inclusion Plan 2010 - 2015

Plan Summary for People with Learning Difficulties



Who is this plan summary for?



This plan summary is an easy read version for people with learning disabilities and their



carers who live in Wolverhampton.



What is Housing Support & Social Inclusion?



Housing Support and Social Inclusion services are those which support people to be independent and stay independent through housing support.



Housing Support and Social Inclusion services aim to stop people from becoming homeless or vulnerable.

The kind of support given through these services includes helping people to;



Maintain their tenancy



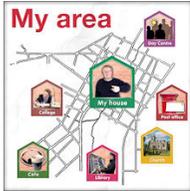
Deal with money and bills



Keep their home safe



Get a home right for you



Finding things that are in your local area and using services

Housing support and social inclusion services help enable people to do things for themselves.

What is the Housing Support & Social Inclusion Strategy?

This is the plan that describes the priorities for housing support and social inclusion services over the next five years (2010 - 2015). The strategy describes what the most important things we need to do are and the action we need to take.

How was the Housing Support & Social Inclusion Strategy developed?

We gathered information about people's housing support and social inclusion needs from:

- Existing plans and strategies
- Service users
- General public
- Local organisations
- Support providers



We used the information we gathered to work out what our priorities need to be for the next five years.

What does the Housing Support and Social Inclusion Strategy say?

There are **three principles** that we must ensure are a part of everything we do, these are:

Compact Principles - This is about making sure that we work well with voluntary and community

services



Safeguarding our Customers - This is about making sure that our customers are safe in our

services



Supporting Diversity - This is about making sure that our services are accessible to everyone who

needs them



There are **two cross cutting themes** that will have an effect on everything we do, these are:

Resources are managed effectively - this is about making sure that we are making the best use of

the money we get



Joint Working - this is about making sure that we work jointly with others wherever possible. This could mean working jointly with other local authorities or local organisations



There are **four key outcomes** that we aim to achieve through this strategy, they are:

Outcome 1: Customers are supported early so that homelessness, not feeling a part of your community and increased vulnerability is prevented

This outcome is about trying to stop people becoming homeless, socially excluded or needing to access social care and health services. If we can support people before their need becomes too great, we can help to stop their needs from increasing.

What action do we need to take?



Raise awareness of housing support and social inclusion services with community and voluntary organisations, residents, schools, statutory services (hospitals, doctors, social care services etc) and services that everyone might use like; leisure centres and libraries etc



Go out into the community and find people who would benefit from support



Ensure there is plenty of support available to people who live in their own homes across the city that can provide support with their different needs

Outcome 2: Customers have choice and control over the services they receive

This outcome aims to ensure that when people need to use our services they have a range of services that could meet their needs and they can choose the one that suits them best. People who need to use our services will be able to decide which service provider delivers their support and the way the support is delivered. Support workers and other professionals will need to work with the people accessing our services, so that they can make safe choices about the support they receive.

What action do we need to take?



Find out what our customers and potential customers like best in terms of service delivery



Make changes to the services available and the way in which services are delivered in line with the preferences of our customers and potential customers



Develop systems so that customers have safe control over who delivers their support, including the use of personal budgets



Develop customer choice standards, so that customers can understand the level of choice available in different services



Ensure all services, at the very least, enable service users to make safe choices about how their support is delivered.

Outcome 3: Customers can move in and out of services easily according to their needs

We need to ensure that as soon as someone has a support need, they can access the right service for them. Our customers need to be able to move to different services at the right time if their needs change. We need to make sure that if people have been living out of their community, such as in prison or hospital that they are supported to move back into the community and continue to receive support until they are settled. We also need to make sure that people can move out of our services into independent living as soon as they are ready.

What action do we need to take?



Develop an improved access, referral and move on process that includes requirements for partnership working

Monitor the success of the access, referral and move on process and take action to reduce any barriers

Outcome 4: Customers who have experienced a crisis receive a timely and effective service so that further vulnerability is minimised

We will try to ensure that we have services in place that help to prevent people experiencing a crisis, such as becoming homeless or needing a long stay in hospital. However, we will not be able to do this in all cases. This means that we need to make sure we can react quickly to support people who have experienced a crisis, so that their situation improves as soon as possible.

The organisations and services we will need to work most closely with are:



Hospitals



Prisons, Youth Offending Institutions and Offender Services

Mental Health and Substance Misuse Services



Homeless Services



Citizens Advice Bureaux

What action do we need to take?



Make sure that people going into prison, youth offending institutions and hospitals get advice about their current housing situation as soon as possible after they arrive



Make sure that all relevant services and organisations know how to get advice about a persons housing situation so that homelessness can be prevented

Make sure that people leaving other services do not have a gap in the support they receive



This diagram shows how all the elements of the strategy fit together.

