



Supported Lodgings

Your Welcome Pack, to help you settle in...

www.youngdevon.org

Telephone: 01752 691511 | Email: info@youngdevon.org

Address: Young Devon Central Office, 10 Erme Road, Ivybridge, Devon, PL21 0AB



Welcome to Supported Lodgings

“Young Devon changed my life when I needed it most...”

Young person

Supported Lodgings is one of the ways that Young Devon help house young people...

When a young person joins Young Devon’s Supported Lodgings, the Young Devon Accommodation team take the time needed to get to know them; developing an understanding of their own uniqueness, their dreams, aspirations, likes, dislikes, and their current support needs.

It is only by taking the time to get to know every young person individually, that we can support each young person’s unique needs, and match them with the right Host(s).

Getting the right Host(s) for a young person is critical; when making each match, we take into account the Host’s skills, where they live and their availability.

But that is not where Young Devon’s work ends, every young person in Supported Lodgings is allocated a Support Worker; who is there for them, and helps them to move forward.

Support Workers aren’t just people to talk to if things aren’t going well, they help young people develop the skills that they need to live successful independent lives. They assist young people with their finances, they help young people re-engage with education and they support young people to access wellbeing advice or support they might need.

We want each young person to have an opportunity to live their life to the full whilst they are with us, and we are passionate about helping them thrive.



A handwritten signature in blue ink that reads "Diane Rae".

Diane Rae
Head of Young Devon Supported Lodgings

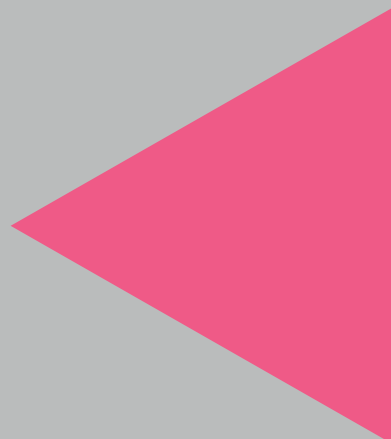


Contents

Each section below will give you the information you need to help you settle in...

If you can't find what you need, please contact a member of the Accommodation team.

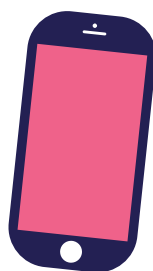
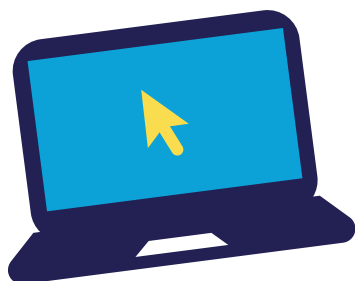
Contact information.....	1
Your quick guide to Supported Lodgings.....	2 - 3
Your Supported Lodgings Accommodation.....	4 - 5
Review Meetings.....	6 - 7
What if there is a problem with my Accommodation?.....	8
Moving on.....	9
Making a complaint.....	10
Young Devon.....	11
Helpful organisations.....	12 - 13



Supported Lodgings contact information

Central Office

Diane Rae (Head of Service)	01752 698402 / 07740 448984 / diane.rae@youngdevon.org
Andrew 'Gill' Gillard	01752 698402 / 07815 116389 / andrew.gillard@youngdevon.org
Accommodation Team	01752 698402 / cath.tracey@youngdevon.org 01752 698402 / joanne.forsbury@youngdevon.org
Out of Hours	07866 510402



Your quick guide to Supported Lodgings

We want to support you, and we want to know how to do that best...

We want you to have an opportunity to live your life to the full whilst you are with us, but we need to understand your needs. Please help us to learn about you, we want to know...

- What inspires you.
- If you have any particular cultural or religious customs.
- If you have any particular day-to-day living needs.
- If you have a disability that means you need a different way for us to communicate with you.
- If you have ever felt that you could not take part in something, because what was on offer wasn't suitable for you.

Help us by telling us as much as possible, so we can help you towards your future, and get you to the best possible Host family.

Please talk this through with your Support Worker.



About Your Support Worker

Your Support Worker will meet with you regularly to see how things are, and how they can support you in what you currently need. This can include accessing services, appointments, work/training or college, forms, money management and housing. Sometimes, all that's needed is a chance to chat about the events that happen in everyday life.

Building Your Independent Skills

Your Support Worker and your Host(s) will support you to build on your independent skills. By this we mean 'life skills', such as cooking, cleaning, washing, budgeting; everything we all have to do to 'maintain a tenancy' as well as staying safe, warm and clean. This can also mean learning how to cope with problems and emotional ups and downs of day-to-day life.



Your quick guide to Supported Lodgings

Young Devon Is Here To Help You When You Turn 18

When turning 18, Young Devon will help you with...

- Job Centre appointments.
- Accessing information on government benefits, such as universal credit/housing benefit.
- Exploring your future housing choices, when you feel ready to move on from Supported Lodgings.

We will also work with you (and your Personal Adviser if you are a care experienced adult) to make sure that you have all the information and awareness of grants and funding you can access towards your future.

Golden Rule For Benefits:

They are your responsibility; if not kept up to date, you are at risk of losing your Accommodation!

Benefits can help you with accommodation costs and living expenses, to keep your Supported Lodgings going until you are ready to move on.



Your Supported Lodgings Accommodation

All households have some sort of rules and boundaries. For a household to work together, we all have to pull in the same direction; helping and supporting each other to get along...

Rules And Boundaries

Before you move in, you need to agree to a set of Terms and Conditions. This will be discussed with you and you will be given a copy. Please take the time to read through this agreement, as it is a list of do's and do not's for you and your Host(s). If these are not followed, you may have to leave your Accommodation.

Within your Terms and Conditions agreement, with your Host(s) and Young Devon...

You agree that you and your Host(s) will attend your Review Meetings. Review Meetings provide a great place to get together and talk things through. They give the opportunity to discuss how things are going in the house, any future plans, or any concerns you may have.

You agree to make a contribution towards your rent, food and utility bills. Your Host family does not get money to feed you, so this is really important.

Your Key

You will be provided with a key to your Host(s) home, which is your responsibility to keep safe. If the key is lost, you will need to pay the cost to replace the key/replace locks.

Regular Check-ins

We will be checking in with you regularly to see how we can support you. However, please advise your Host(s), Support Worker or any of your support team, anytime, if you have any worries or issues, so that together we can resolve your concerns and get the correct support in place.



Your Supported Lodgings Accommodation

Holidays, short breaks and overnight stays...

If you have any trips, visits or overnight stays planned, please advise your Host(s) and Young Devon Support Worker, so that we are aware. It is important that we know where you will be staying and with whom; we will also need their contact details. We ask for this information in case of any emergencies that may occur to either yourself or your Host family.

If Your Host Is Away Or Unwell

If this happens, most of the time young people stay with another Host family for a short while, or another member of the Host family comes and stays at the house. Alternatively, you may have somewhere else you would like to stay during this time. Your Support Worker will talk with you and your Host(s) about your preferred choices.



Review Meetings

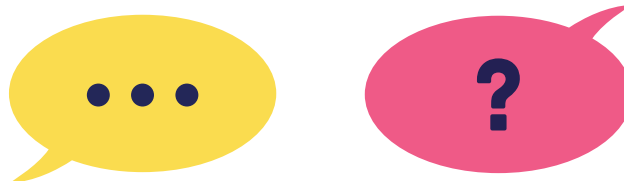
A great opportunity to talk through how things are going with you, your Host(s) and your Support Worker...

Review Meetings are organised every 12 weeks. We all agree to attend these Meetings when you move into Supported Lodgings...

Review Meetings And Support Plans

Review Meetings and Support Plans help show your progress. They ensure that you have the encouragement and support you require, and provide an opportunity to discuss any difficulties or issues you may be experiencing.

At the Meeting, we discuss your short and long term support needs, and agree any specific goals, which are then set into a Support Plan. These goals can include: developing life skills, money management, employment, training, health, safety or general wellbeing.



Who Comes To The Review Meetings?

You, your Host(s) and your Support Worker attend your Review Meetings. Also your Personal Adviser (PA), if you have one, and any other professional who you may be working with that you would like to attend.

Action Plan

An Action Plan is agreed together at every Meeting and everyone is asked to sign up to it. You are given a copy and any agreed actions are followed up and reviewed at the next Meeting.



Review Meetings

The Different Review Meetings You Will Have:

A Licence/Tenancy Meeting will be held within 5 days of you moving into your new Accommodation. This Meeting talks through the Terms and Conditions of the home, and Young Devon Supported Lodgings. We also talk with you about your immediate support needs (e.g. registering with a GP, clothing, college dates) to ensure you have all you need. At this first Meeting, you will also meet your Support Worker.

The First Review Meeting will be held within 1 month of you moving into your Accommodation. This Meeting will be to discuss how you are settling in.

Regular Review Meetings take place every 3 months, to see how things are going. They give you the opportunity to talk about your future plans, your wellbeing or any ideas you may have.

Review Meetings are usually held at your Supported Lodgings, and are usually 1-2 hours long, depending on the discussion.

If you have immediate concerns or an urgent matter, please do not wait for a Review Meeting - please talk with your Support Worker as soon as possible.



What if there is a problem with my Accommodation?

If you have any concerns or issues whilst living in Young Devon Supported Lodgings, please talk to your Support Worker...

If you, your Host(s) or Young Devon have any concerns or issues regarding your Accommodation, a Meeting will be called, to try and resolve them; this is called a Stability Meeting. During this Meeting, a new agreed Action Plan will be discussed, to help towards resolving the concerns. This will be reviewed within 1 month.

If, after 1 month, there are no improvements...

A. Concerns raised by YOU: Young Devon will work with you to help explore your other accommodation options.

B. Concerns raised by Host/Young Devon: Young Devon will send a Final Warning Letter outlining your immediate requirements to resolve the issues, for your Accommodation to continue. If the concerns cannot be resolved after the Final Warning Letter has been issued, you will be asked to leave Supported Lodgings.

Removal from your Supported Lodgings will be immediate if there is a severe breach of the accommodation agreement, or a concern/risk to your personal safety, the Host(s) or to the home.

Please note: Young Devon has ZERO Tolerance to any type of Hate Crime or Harassment.

For more details, please speak to your Young Devon Support Worker.



Moving on

When you feel ready to leave Young Devon Supported Lodgings and move into your new accommodation...

When You Are Over 18 Years Old, Young Devon Will:

- Support you in registering on housing websites.
- Explore your housing options with you.
- Support you in setting up your new home e.g. utility bills, furniture.
- Provide advice and information on any continuing support, and emergency contacts.

You will be provided with a planned move-on support programme by your Support Worker.

What If I Want To Leave Supported Lodgings Before I Am 18?

If, for any reason, you no longer wish to stay at your Accommodation, please inform your Host(s) and your Young Devon Support Worker. Please give 14 days notice of any planned changes to your living arrangements.



Making a complaint

If you are unhappy with something or someone at Young Devon, we want you to tell us...

It is only by letting us know, that we can improve our services.

If you are unhappy, please talk with any member of Young Devon staff; they will listen to you, and will do their best to help you sort out your complaint.

If that hasn't worked for you, we have a more formal process, which is explained below...

If You Want To Make A Formal Complaint You Can:

- Talk to any member of staff in Young Devon.
- Write it down and give/post it to a person in Young Devon.
- Visit www.youngdevon.org/complaints
- Email us at info@youngdevon.org
- Call us on 08082 810155
- Ask a friend, or someone else (like a tutor or social worker) to come and tell us your complaint.



Young Devon

We have a variety of additional opportunities for you to be part of whilst you are with us at Young Devon...

Our Skills Service

- Take part in our FREE courses, to develop your work-based skills and prepare you for your future.
- Receive 1-2-1 support and Employment Mentoring.

Our Voice Service

- Join the Young Devon Youth Council, and have a say on how we run Young Devon.
- Take part in Young Devon Staff Recruitment, as a member of interview panels.
- Get allocated an Advocate, who can support you to 'have your say' in matters relating to you.
- Want to make a difference in local healthcare services? Join our 'Children and Family Health Devon' Leaders.

Our Wellbeing Service

- Access wellbeing and mental health advice and support.
- Talk with one of our highly skilled counsellors (remotely, or in-person at one of our centres).
- Receive support if you are a victim of crime.

Our Mentor Projects

- Would you like to join a local club or try a new sport? Maybe you would like to join in with something in your nearby community? Ask to be linked in with a Young Devon Mentor.
- Our 'Building Futures' project offers support and advice to help you take your next steps into education, employment or training. Building your self-confidence; this project will help you reach your potential, on your terms.

**Please talk to your Support Worker if you are interested
in any of the above opportunities...**

**For more information, visit our website
www.youngdevon.org**



Helpful organisations

National/Regional organisations

Emergency Services	999
Police	101 (Non-Emergency) / www.devon-cornwall.police.uk
Healthcare	111 (NHS) / www.plymouthhospitals.nhs.uk
Devon Doctors	01392 822 345
Dentist	0333 006 3300 (Emergency)
ChildLine: Confidential helpline	0800 1111 / www.childline.org.uk
Samaritans: Confidential helpline	116 123 / www.samaritans.org
Kooth: Online wellbeing support	www.kooth.com
Mind: Mental health advice	0300 123 3393
Red Cross: Support refugee and asylum	www.redcross.org
Children and Young People's Rights UK	www.unicef.org.uk
Job Centre: Jobs, Training and Benefits	0800 1690 190 / www.gov.uk
CSW: Careers, Jobs and Training	www.cswgroup.co.uk
Travelline	www.travelline.co.uk

Devon organisations

Exeter YES (Young Devon)	01392 331666
Space: Youth services and support	01392 662112 / www.spacepsm.org
CAMHS Under 18 : Mental health	03300 245 321
CAMHS Over 18 : Mental health	01392 208866
Children Social Care	01392 383000
Adult Social Care	0345 155 1007
Social Care Out Of Hours	0345 600 0388



Helpful organisations

Plymouth organisations

Young Plymouth (Young Devon)	01752 691511
The Zone: Sexual health, wellbeing and housing	01752 206626 / www.thezoneplymouth.co.uk
CAMHS Under 18 : Mental health	01752 435502
CAMHS Over 18 : Mental health	01752 434922
Children Social Care	01752 308600
Adult Social Care	01752 309600
Social Care Out Of Hours	01752 346984
Plymouth Online Directory of Services	www.plymouthonlinedirectory.com
Plymouth Job Centre	Earls Court, 64 Exeter St, PL4 0AJ

Torbay and Teignbridge organisations

Newton Abbot YES (Young Devon)	01626 202530 / yes.newtonabbot@youngdevon.org
Newton Abbot Change Academy (Young Devon)	01626 356720 / thechangeacademy@youngdevon.org
Paignton Grosvenor Road (Young Devon)	01803 224793
CAMHS Under 18 : Mental health	01803 655692
CAMHS Over 18 : Mental health	01803 546470
Children Social Care	01803 208400
Adult Social Care	01803 614567
Social Care Out Of Hours	0300 456 4876
Newton Abbot Job Centre	Forde House, Brunel Rd , TQ12 4FS





**From the Young Devon
Supported Lodgings Team**

**We hope you enjoy your
time with us...**





www.youngdevon.org