



Section E

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How we will support you

The type and level of support provided to you will vary depending on your needs and the property you live in and this will be explained to you when you move in. In some accommodation, Transform is the support provider, while in others the support may be provided by another organisation. Transform also provides a floating support service, where we do not provide accommodation.

Keyworkers

If you are living in accommodation where Transform is the support provider, or if you receive a floating support service from Transform, then you will be allocated a Transform keyworker. Where the support is not provided by Transform, then this will be arranged by your provider. Your keyworker will meet with you regularly either in person, over the phone or online.



Support plans

Your Transform keyworker will meet with you to draw up a support plan. They will agree with you those areas that you will be working on. This could include things like working on benefits, managing your finances, building up your social activities, taking part in education and so on.

Your support plan will be written down and you will be given a copy. It will be reviewed regularly and the frequency will depend on the type of property you are living in and your changing needs. Other people, for example your social worker, may attend any review if appropriate.

- ✓ If you feel at any time that you would like to review your support plan and a review is not due, you can speak to your keyworker and ask for a support plan review.
- ✓ Your keyworker will work with you to agree a support plan that provides you with what you want and need.
- ✓ If you are very unhappy with your support plan and you cannot agree with your keyworker, then you can raise this with the team manager at your local service.

Meetings

We expect you to attend all planned meetings set with you. If you are unable to keep an appointment, please let staff know in advance. Not only does this save time, but, if staff don't hear from you and you miss one or more appointment, they may become concerned for your safety. If staff have serious cause for concern, they may make the decision to enter your property to check on your wellbeing.

Accessing support

Staff don't want to intrude on your privacy and are happy for you to have minimal contact if that is your wish and your support needs are low.

Most properties managed by Transform are for people with support needs, so that service may be part of your licence or tenancy agreement. If you live in supported accommodation and feel that you no longer want or need the support provided, then please speak to staff who can help you to look for more appropriate accommodation.

Out-of-hours support

In some services, Transform staff provide an emergency, out-of-hours on-call support service. The aim of this is to provide clients with support should they experience a crisis outside of normal office hours. For example, you might be experiencing a mental health crisis or you might be concerned for the safety of another Transform client. When you move in, Transform staff will inform you if emergency out-of-hours support is available and what your local contact number is. **Remember – this support is there to help you in an emergency only.**

Risk Assessments

You will complete a risk assessment with staff once you have moved in. As part of this process, we work with you to identify triggers and strengths so that you can form an action plan to help you move forward. This risk assessment will be reviewed regularly with you.

Professional boundaries with staff

Transform expects its staff to maintain professional relationships with all clients. Here are some key principles which govern how Transform colleagues work:

- ✗ Staff must not touch clients inappropriately. This includes hugging and kissing.
- ✗ Staff will never socialise with clients, nor can they be 'friends' with clients on social media. Going out for a coffee or attending a client social event as part of the support offered is fine during work time.
- ✗ Staff must not accept gifts from clients.
- ✗ Staff will not keep secrets for clients.
- ✗ Staff must never lend their own money to clients or borrow money from them.
- ✗ Staff must never divulge confidential information about other clients or members of staff or personal information about themselves.
- ✗ Staff must never give financial advice to clients such as whether to buy or sell shares or advise on wills etc. Staff can help clients to create a budget plan or support with debts.

Giving us feedback

Transform welcomes all feedback. Feedback lets us know when we are getting things right or if we need to do things differently to improve our services.

We always aim to deliver excellent services and we love to hear from clients when they've had a good experience. We also know, though, that sometimes things can go wrong and when they do, we want to make them right as quickly as we can where possible.

If you would like to provide feedback, you can do this in writing (a letter, email or via the **Feedback and complaints form** which can be found on our website), in person, by calling your local office or, if you are more comfortable, contacting **Central Office** on 01372 387100.

If you want to make a formal complaint, you can be helped by an advocate or friend. We can also provide you with a translator if needed and help you contact the Housing Ombudsman Service at any point.

There are two stages to making a complaint:

Stage 1: When we first receive your complaint, we will confirm with you that we have received it and are investigating. This will usually be a letter, but may also be in a meeting, in person or via a phone/video call if this suits you better. This will happen up to five working days after you make a complaint. We will evaluate it and speak to you to make sure you have had a fair opportunity to discuss the issue; your expectations; and the desired outcomes before we make a decision. This will happen after a maximum of 10 working days from receipt of your complaint. This outcome will be communicated to you via your preferred means of contact.

Stage 2: If you are not happy with the outcome of Stage 1, you can continue to Stage 2. The Stage 2 decision will usually be made within 20 working days and you will be notified of the outcome.

More details about our complaints procedure can be found in our **Complaints policy** on our website.

Contact details

Transform central office

Bradmere House
Brook Way
Leatherhead
Surrey, KT22 7NA

01372 387100

Housing Ombudsman

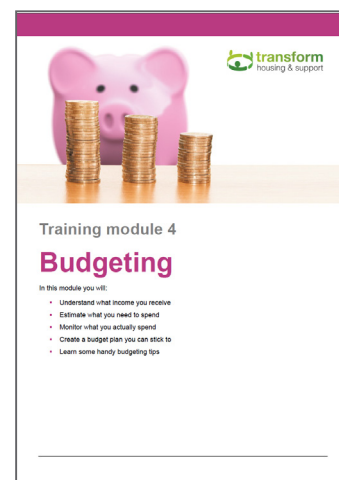
Housing Ombudsman Service
PO Box 152
Liverpool, L33 7WQ

0300 111 3000

Transform training modules

Transform has developed a series of **training modules** to support clients on a variety of topics. These modules can be worked through either on your own or with the support of Transform staff. They were developed with input from Transform's Client Forum, which is made up of both clients and staff, to ensure they are relevant.

They are interactive and include helpful exercises to take you through the module one step at a time. A list of all current training modules is provided below. If you think you would be interested in any of these, please speak to your keyworker who will be able to provide you with a copy. Alternatively you can view these on Transform's website www.transformhousing.org.uk/training-modules. The Client Forum continues to work on these, so keep an eye on the website for new modules!



Name	Description
Alcohol	Understand the effects of alcohol, spot alcohol dependency and manage your drinking.
Anger management	Identify what triggers your anger and develop techniques to manage your anger better.
Assertiveness	Learn what assertiveness is and try some practical exercises to help you be more assertive.
Budgeting	Understand your spending and develop a realistic budget plan.
Coping with sleep problems	Explains the key causes of sleep problems and provides a selection of solutions to help you sleep better.
Problem solving and goal setting	Learn how to work through a problem, set a series of goals and achieve them.
Staying safe online	Covers issues such as how to protect your privacy and how to avoid scams, fraud and viruses online.
Writing a CV	Takes you through the process of writing your own CV in preparation for employment.

Safeguarding

What is safeguarding?

Safeguarding is about ensuring the welfare of all people and protecting them from harm, including:

- protecting people from abuse and maltreatment
- preventing harm to people's health or development
- ensuring children and young people are safe and cared for
- enabling all children and young people to have the best possible opportunities in life.



What is a vulnerable person

A **vulnerable person** is someone who is in need of support because of a mental or physical disability or because of their age or illness. They may be unable to take care of or protect themselves against significant harm or exploitation.

What is abuse?

Abuse is a breach of a person's rights by another person. It can happen in any relationship, like a boyfriend, girlfriend, husband, wife, family member, friend, neighbour or carer. Abuse can also be by someone you don't know. It can take different forms:

- Financial abuse
- Physical abuse
- Emotional abuse
- Sexual abuse
- Domestic abuse
- Neglect

Transform works closely with local authorities to ensure that any cases of abuse or neglect of vulnerable people are investigated in line with our **Safeguarding adults, children and young people policy**.

Reporting abuse or neglect

If you feel that you, or someone you know, is being abused or neglected, please speak to a member of staff. We will help you to report it to the appropriate person who can look into it.

If you feel you are in immediate danger or at risk please call the Police.



“ I’m treated like a real human being and given the confidence to go on, to survive and to achieve. Transform has given me my fight back.

”

Hilary