



## **SUPPORTED LODGINGS SERVICE**



## **Handbook for Lodgers**

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# Welcome!

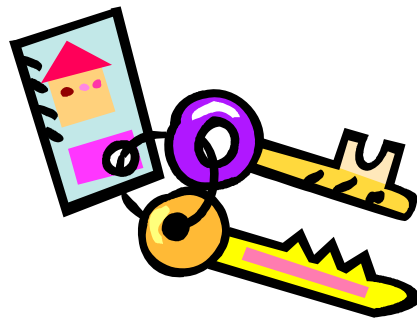
Welcome to Barnardo's Springboard Supported Lodgings Service, who works in partnership with The Highland Council and is commissioned by the Council to provide this service to you.

We hope that you will be happy with your Supported Lodgings Placement.

This booklet outlines the key things that you need to know, so that you can make informed decisions about your Supported Lodgings Placement.

This booklet also aims to be a useful reference guide.

Please feel free to contact our Service if you feel that there is something you are unsure of, or if you need further clarification.



## What is Supported Lodgings?

The Barnardo's Springboard - Supported Lodgings Service aims to offer Lodgers aged between 16 to 25 and who have been 'Looked After and Accommodated' by the Local Authority, semi-independent accommodation in a shared property with their Supported Lodgings Providers.

Supported Lodgings Providers have a distinct role, where they provide the opportunity for Young People to live in a safe, caring and homely environment and provide support, advice and guidance to enable their Lodgers to live independently.

## Aims and Objectives

### SERVICE AIM

Young people aged 16-25 who have previously been 'Looked After and Accommodated' will have support from the Supported Lodgings Service that enables them to manage the transition to living independently by way of providing a stepping stone, semi-independent shared accommodation which prepares the Young Person for managing their own tenancy.

### SERVICE OUTCOMES

1. Develop a network of Supported Lodgings providers throughout The Highland Council region.
2. Reduction in Young People aged 16-21 who have been involved in tenancy failures; multiple tenancy failures.
3. Reduction of Young People aged 16-21 in bed and breakfast accommodation.
4. Increase in the number of Young People aged 16-21 sustaining employment, community living and further education.
5. Improvement in the emotional wellbeing and mental health of Young People.
6. Development of Young People's social, emotional and practical skills.
7. Reduction in the vulnerability of Young People and increased ability to face the risks and challenges that society presents.

## Principles Influencing Our Work

Barnardo's believes in children and young people regardless of their circumstances, gender, race, disability, sexuality or behaviour. We believe in the abused, the vulnerable, the forgotten and the neglected. We support them, stand up for them and bring out the best in each and every child. We do this because we believe in children and young people.

### OUR VALUES

#### 1. Respecting the unique worth of every person

We believe that every person is different but equal, and that everyone's unique talent should be recognised and encouraged

#### 2. Encouraging people to fulfil their potential

We all need encouragement at some time in life. Barnardo's aims to create opportunities for people to make the most of their abilities

#### 3. Working with hope

Our hope for a better future for all children is the source of much of our inspiration

#### 4. Exercising responsible stewardship

The commitment of all our staff and volunteers to making the best use of all our resources enables us to help children, young people and their families to overcome severe disadvantages

Supported Lodgings Providers will be asked to adopt and reflect Barnardo's Principles in the work they do with you.

\* We also abide by the Scottish Social Services Council's Codes of Practice and National Care Standards for Adult Placement Services. Getting it right for Every Child (GIRFEC) is incorporated within our day to day practice. A copy of which will be supplied to each Supported Lodgings Provider and they will also be asked to adopt these principles.

## Confidentiality

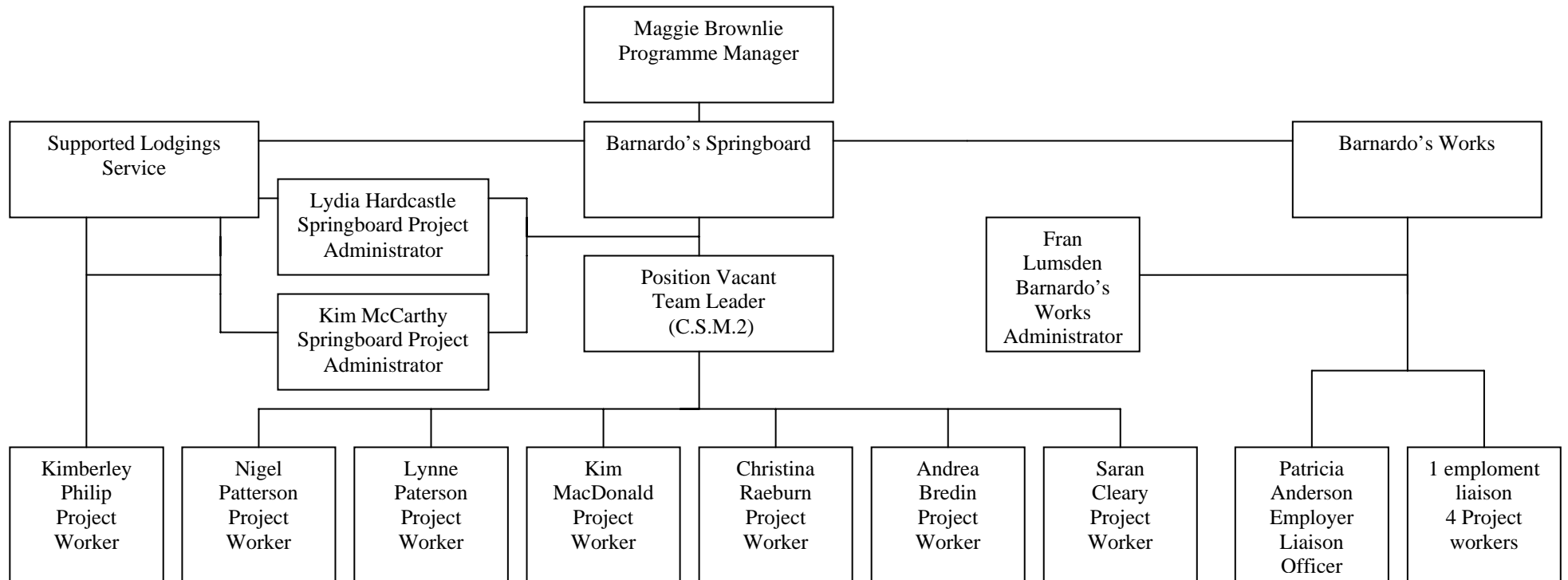
The Supported Lodgings Service respects your confidentiality. Prior to any information being shared about you, you will be asked to sign an information sharing agreement.

Your confidentiality will only be breached if by not passing on information it could be detrimental to you/or another third party (e.g. serious risk to another person's health and wellbeing) or if there is a requirement by legislation framework (e.g. the police require to know the whereabouts of you).

If you would like a copy of our code of confidentiality please speak to your Barnardo's Project Worker or the Supported Lodgings Link Worker who will be more than happy to provide you with a copy.

## Who is The Supported Lodgings Service?

The Supported Lodgings Service is run via the Barnardo's Springboard Team which comprises of:



## Am I Eligible For Supported Lodgings?

The Supported Lodgings Service has an eligibility criteria for Lodgers. This is because our Supported Lodgings Service has a limited amount of Supported Lodgings Providers.

In order to qualify for a Supported Lodgings Placement you must be under 25 years of age and have been 'Looked After and Accommodated' on your official school leaving date.

### We have 3 levels of Priority:-

#### 1. Ex-Looked After and accommodated Young People

Young People leaving care aged under 19 years of age whom were 'Looked After and Accommodated' on their official school leaving date and meet Barnardo's Springboard criteria are a priority for this resource.

#### 2. Ex-Looked After and Accommodated Young People

Young People aged between 19 to 25 years of age who are in further Education and were 'Looked After and Accommodated' on their official school leaving date and meet Barnardo's Springboard criteria are second priority for this resource.

#### 3. Out of Area Young People

When Supported Lodgings Placements are vacant and there are no prospective Highland Lodger's, consideration will be given to Young People leaving care under 18 years of age whom have moved to Highland but were previously Looked After and Accommodated by another Local Authority. They are third priority for this resource.

## Who Offers Supported Lodgings?

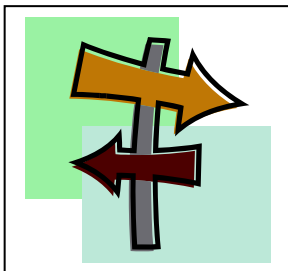
People who offer Supported Lodgings to you are individuals or families who have a spare room.



Barnardo's Springboard sub-contracts Supported Lodgings Providers, however they are not social workers or residential workers.

The most important aspect is that people providing Supported Lodgings are willing to offer you some support and help. This help will depend on your own needs and what the Supported Lodgings Provider is able to offer you.

They have been specially selected and trained to provide you with the space and support that will enable you to develop your own independent living skills.



You will have the opportunity to purchase and prepare your own meals and generally you will have access to most of the facilities in the house.

## Personal Profiles

If you have been nominated for a Supported Lodgings Placement and you would like to exchange personal profiles with a prospective Supported Lodgings Provider please ensure you have a completed up-to-date personal profile and you have also completed the 'Information Sharing Agreement'.

Personal profiles are extremely useful, as they will provide you with information and insight into the Supported Lodgings Provider and their accommodation. Furthermore, the information in your profile will provide the Supported Lodgings Providers with information about you.

## Allocation of Supported Lodgings Placements (Matching Lodgers to Supported Lodgings Providers)

The Supported Lodgings Service endeavours as far as resources allow, to make every attempt to 'match' you with a suitable Supported Lodgings Provider and Supported Lodgings Placement.

Consideration will be made based upon your needs, personality and preferred location.

### Allocating Potential Supporting Lodgings Placements

Allocation of potential Supported Lodgings Placements will be determined initially at a Throughcare and Aftercare Panel meeting.

Once a Supported Lodgings Placement becomes available the Supported Lodgings Link Worker will contact the person who referred you to the Supported Lodgings Service to arrange to meet with them and your Barnardo's Project Worker and/or Social Worker. The purpose of this meeting is to ascertain and discuss your support needs in relation to a specifically identified Supported Lodgings Placement and ascertain its suitability.

If, from this meeting it is considered that an identified Supported Lodgings Placement is suitable and would meet your needs, permission from you will be sought by your Barnardo's Project Worker and/or Social Worker to share information with the Prospective Supported Lodgings Provider.

### Providing Information to a Prospective Supported Lodgings Provider

The Supported Lodgings Link Worker, Barnardo's Project Worker and where applicable, Area Team Social Worker will meet with the prospective Supported Lodgings Placements, Supported Lodgings Provider to share relevant information in respect of you. It is imperative that the Supported Lodgings Provider(s) receive honest and accurate information about you before making a decision of whether to proceed with the Supported Lodgings Placement.

Areas of 'Relevant Information' may be considered as:

Your needs and any potential risks including self harm, offending, aggression and/or challenging behaviours, learning difficulties, promiscuity etc.

In addition Supported Lodgings Providers will require an awareness of any issues/difficulties that you may have with your family or social network.

#### Deciding whether to offer a Supported Lodgings Placement:

The Supported Lodgings Link Worker will contact the Supported Lodgings Provider within the week of the 'Information Sharing' meeting.

This contact will ascertain whether or not they are happy to progress and offer a Supported Lodgings Placement to you.

#### Offering a Supported Lodgings Placement:

If the Supported Lodgings Provider is happy to proceed, arrangements will be made by your Barnardo's Project Worker and/or Social Worker to meet with the Supported Lodgings Providers, view the accommodation and arrange a further 'Introductory and Placement Agreement Meeting' prior to a Supported Lodgings Placement commencing.

#### Introductory Meeting(s):

The purpose of an Introductory Meeting is to introduce you to your potential Supported Lodgings Provider(s) and determine whether the accommodation, house boundaries, supports and personalities match your needs.

The Supported Lodgings Link Worker will be present at this meeting if requested by the Supported Lodgings Provider(s) and will subsequently contact the Supported Lodgings Providers to ascertain whether they wish to continue with the offer of the Supported Lodgings Placement.

Should the Supported Lodgings Provider(s) have any concerns, anxieties or require clarification the Supported Lodgings Link Worker must explore whether or not the provision of additional supports, training etc could encourage them to proceed. However, decisions should not be forced as a wrong or hasty decision could have a negative impact and

disastrous consequences for you, the Supported Lodgings Providers and the Supported Lodgings Service.

If both parties wish to meet again a date will be arranged for the Supported Lodgings Providers to meet with you and your Barnardo's Project Worker and/or Social Worker.

A second Introductory Meeting will allow more time for both parties to determine whether a Supported Lodgings Placement could be successful. Following the second meeting, if both parties are happy to proceed your Barnardo's Project Worker and/or Social Worker and Supported Lodgings Link Worker will liaise and arrange subsequent visits, including overnight stays in preparation for the Supported Lodgings Placement commencing.

The number of visits will largely depend on you but it is recommended that an 'Introductory Phase' should take no longer than a period of four weeks.

If you want an arrangement can be made with the Supported Lodgings Link Worker to involve your carer, family members, friends or representatives in these visits.

#### Placement Agreement:

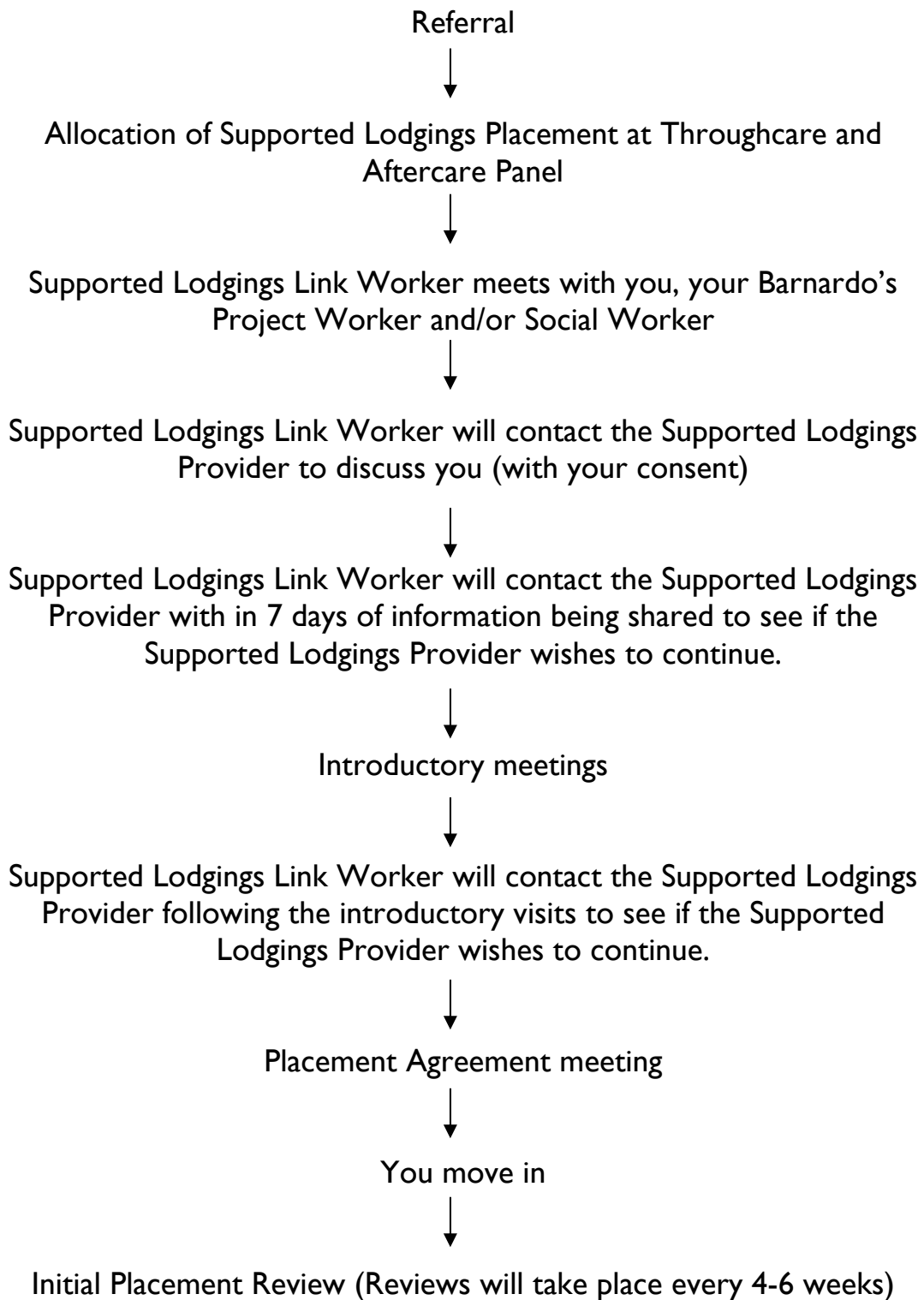
Prior to a Supported Lodgings Placement commencing, a 'Placement Agreement' meeting will be held. The purpose of this meeting is to discuss and agree the details of the Supported Lodgings Placement. This will be a contract between you, the Supported Lodgings Provider and the Supported Lodgings Services of roles and responsibilities in the Supported Lodgings Placement.

The contract will also include details such as Financial Responsibilities, Young Person's Plan, Contact details etc.

Each party will receive and be required to sign the completed 'Placement Agreement'.

This meeting will also discuss and confirm the 'move-in' date when you will move into the Supported Lodgings Placement.

## Flowchart of Lodger moving into Supported Lodgings Placement



## Placements – Placement Agreement

If you are offered a Supported Lodgings Placement with the Supported Lodgings Service, you will be provided with a 'Placement Agreement handbook. The Placement Agreement handbook refers to all the information you need to know about your Supported Lodgings Placement. However further information can be found in the Handbook for Lodgers.

Prior to or during the first week of your Supported Lodgings Placement your Barnardo's Project Worker and/or Social Worker and Supported Lodgings Link Worker will visit you and the Supported Lodgings Provider. The purpose of this visit is to confirm the content of the Placement Agreement and make the Supported Lodgings Placement individualised, specific to your needs.

If you have been referred and nominated for a Supported Lodgings Placement your Barnardo's Project Worker and/or Social Worker will discuss the Placement Agreement handbook with you prior to your move into Supported Lodgings.

## Financial Contributions from Young Person (Lodger)

ALL Lodgers are required to make a financial contribution to their Supported Lodgings Placement. This enables you to learn and develop your independent living skills as when you are moving into your own tenancy you will be required to make at least a contribution, if not all of your rent costs as well as budgeting for other expenditures. Preparation and experience of this will benefit you for your future.



The financial contribution (how much you have to pay) is determined by your income and is evidenced in the table below. Please refer to this if you are unsure of how much you have to pay:

<b>Income per week</b>	<b>Supported Lodgings Contribution</b>
Less than £80	£2.50 per week or £5 per fortnight
£80-£90	£5 per week or £10 per fortnight
£90-£100	£7.50 per week or £15 per fortnight
£110-£120	£10 per week or £20 per fortnight
£120-£130	£12.50 per week or £25 per fortnight
£130-£140	£15 per week or £30 per fortnight
£140-£150	£17.50 per week or £36 per fortnight
£150-£160	£20 per week or £40 per fortnight
£160-£170	£22.50 per week or £45 per fortnight
£180 +	£25 per week or £50 per fortnight

If you are unemployed or earning less than £80.00 per week, you will be required to make a financial contribution of £2.50 per week or £5 per fortnight. You are also required to budget for your own food etc. The Supported Lodgings Providers will support this. Budget Plan template sheets can be provided by the Supported Lodgings Service.

The amount that you have to contribute will be detailed in the Placement Agreement along with who you have to pay this money to (see section for Individual Young Person's Financial Contribution p.7 in Placement Agreement).

Under Exceptional circumstances i.e. illness an arrangement can be made with the Supported Lodgings Provider whereby you will be provided with Full

board and Support (this includes the provision of meals). You will be expected to make a further financial contribution of £20 per week. This arrangement will only be made if the Supported Lodgings Provider, Supported Lodgings Link Worker and/or Social Worker are all in agreement.

## Rights and Responsibilities for Lodgers

Everyone has rights and responsibilities no matter where you are or what you are doing in life.

Lodgers, Supported Lodgings Providers and the Supported Lodgings Service as a whole have to take responsibility for their own actions and treat others with respect. This will make a Supported Lodgings Placement a more pleasant place to live.

### Lodgers Rights

Whilst accessing the Supported Lodgings Service and/or Supported Lodgings Placement, *you will have the right to.....*

- Be given information that you understand in writing and in discussions with your allocated Barnardo's Project Worker and/or Social Worker about the Supported Lodgings Service.
- Be involved when compiling and have access to a Young Person's Plan that is right for you, and meets your needs for preparation for independence.
- Receive a confidential service and have the bounds of confidentiality explained to you.
- Read the information that is written about you (you have the legal right to access information from your files, although there may be circumstances where this may not be possible).
  - Be treated fairly.
- Be treated with respect by Supported Lodgings Providers and members of the Supported Lodgings Service.
  - Feel safe and free from abuse and punishment.
- Have concerns listened to, taken seriously and dealt with quickly.
- Complain if you think you have been unfairly treated or if you do not feel you have any of the above rights.

### Lodger's Responsibilities

As a Lodger, in a Supported Lodgings Placement you are required to meet your responsibilities.

- To make contributions towards your Supported Lodgings Placement and keep receipts as proof of payment.
- Attend any appointments with Barnardo's Project Workers and/or Social Workers and make yourself available to the Supported Lodgings

Providers to undertake the Young Person's Plan to evidence your progression towards independent living.

- Use the help of the Supported Lodgings Provider(s) and the Barnardo's Project Workers and/or Social Worker.
  - Advice those supporting you of any difficulties encountered.
- You are responsible for your visitor's behaviour and the consequences of irresponsible behaviour.
- Give the Supported Lodgings Providers AND the Supported Lodgings Link Worker/Children's Services Manager seven days notice in writing of an intention to leave the premises and thereby end and terminate the Supported Lodgings Placement.

No Supported Lodgings Placement should be used for ordering mail order catalogues, obtaining loans, store cards etc.

You may also find the following helpful:

<b>How I want to be treated:</b>	<b>How I can help this to happen:</b>
To be treated with respect	Treat others with respect
To feel safe	Help others feel safe
To be supported well	Help others supporting me
To have food I like	Help with menu planning
To receive appropriate advice with my chosen career	Attend appointments with careers/job centre
To be treated as an individual	Treat others as individuals
Respect my privacy	Respect other people's privacy
To be listened to	Listen to others
To have access to Health Services	Use health services appropriately
To have access to family by visits or phone as appropriate	Use family access and phones sensibly
To have support and guidance from my Supported Lodgings Provider, Barnardo's Project Worker and/or Social Worker	Meet with those supporting me on a regular basis
To have access to my file	Write with this request to the Children's Services Manager
To receive copies of Review minutes, housing applications etc.	Keep all these in a confidential place

## Boundaries for Individual Placements

Boundaries are intended to ensure that we are positive residents and make sure we are able to adhere to these, which will be necessary when applying for a tenancy.

Before moving into a Supported Lodgings Placement it is important that you meet with your prospective Supported Lodgings Providers, the Supported Lodgings Link Worker and your Barnardo's Project Worker and/or Social Worker to negotiate and agree with any boundaries that will be in place.

Each Supported Lodgings Placement will require to have boundaries. This is to ensure that the Supported Lodgings Placement is relatively problem free and will help to make the Supported Lodgings Placement enjoyable for you and the Supported Lodgings Provider.

Boundaries are intended to ensure that we are positive and considerate residents. Adhering to boundaries that are negotiated between Supported Lodgings Providers and you on commencement of the Supported Lodgings Placement, are positive steps when applying for a tenancy.

The agreed boundaries will be used to inform your individualised Young Person's Plan that you will be asked to follow while in this Supported Lodgings Placement. Your Young Person's Plan aims to ensure that your needs are being addressed and is designed to enable you to become independent.

### What are the Boundaries?

Below we have noted some areas you may want to discuss and negotiate.

- Return times after time out of the house.
- Suggested time you must be out of bed / up / organised / dressed.
- How many overnight visits you are allowed per week, and what are the arrangements for overnight visitors?
- If you will be home later than arranged, then you should contact the Supported Lodging Provider and let them know, rather than not returning at all. What is the latest time that you should call?
- Noise level in the house – is there a time that stereos / TV's / musical instruments should be turned down/off?
- Friends and visitors to the house. Is there a maximum number, should they leave at specific time's etc?
- Are you required to ask permission / advise the Supported Lodging Providers for visitors to visit / when visiting?

- Are visitors allowed in the Supported Lodgings Provider's absence?
- Are there any people whom you or your Barnardo's Project Worker and/or social work department do not want visiting this address?
- Your domestic responsibilities e.g. keeping own room tidy, washing beds, linen, emptying bins, dusting and vacuuming, ironing, etc?
- Will meals be provided or will you prepare/cook your own and with what support? (frequency of arranged support and provision e.g. menu planning, shopping, hygiene, etc)
- Use of laundry facilities – how often/who does what, etc? (Who is responsible for purchasing powder and softener?).
- Rules re smoking within the house.
- Rules re alcohol in the house (over 18's only).
- Are you allowed to keep any pets within the accommodation and if so, what restrictions apply?
- There should be an inventory / inspection of items provided within your accommodation, which you are required to sign?
- What are the arrangements in respect of breakage's and damage to the property and furnishings?

## Reviews



As part of the move towards independence, Reviews should be kept as informal as possible. Every opportunity should be given to you and the Supported Lodgings Provider to feel that you have an element of control within this process.

An initial Review should be called within an appropriate period following the commencement of the Supported Lodgings Placement, in accordance with the needs of the Supported Lodgings Placement, i.e. within four weeks. The date of the initial Review will be recorded in the Placement Agreement. You can also record further Review dates.

If all is working well, then subsequent Reviews should be called every 6 to 8 weeks or more frequent if required. You, your Supported Lodgings Provider, Barnardo's Project Worker and/or Social Worker and the Supported Lodgings Link Worker should attend Reviews. When there are particular difficulties within the Supported Lodgings Placement, the Children's Services Manager may attend. A written account of the Review will be made and distributed to all parties. These Reviews will form the basis of the decision, which identifies when you are ready to move to alternative accommodation. When a Young Person's Plan Meeting (formerly Pathways/Child's Plan) is imminent, consideration should be given to linking it to the scheduled Supported Lodging Review.

At times of difficulty, an emergency Review should be held within 5 working days.

When planned, a Closing Review must be held at least one week prior to your departure.

## What happens if my Supported Lodgings Provider goes on holiday?

What are the options for you?

- If a Supported Lodgings Provider is going on holiday and it is not appropriate for you to remain in the Supported Lodgings Placement, an alternative arrangement will be made in the Supported Lodgings Provider's absence (respite with another Supported Lodgings Provider).
- Alternatively, the Supported Lodgings Provider(s) could identify another individual who is willing to move into their accommodation and is available to supervise and offer support to you. In these circumstances this arrangement will have to be discussed with your Barnardo's Project Worker and/or Social Worker and the Supported Lodgings Link Worker. If all are in agreement the individual would require to be Police and Social Work checked. These checks can take several weeks to complete and are out with this department's control. They require to be done at the earliest opportunity to ensure that they are completed prior to the Supported Lodgings Provider's holiday. The individual would also have to meet with you prior to the arrangement being confirmed.
- You can also decide whether you would like to make your own alternative arrangements.
- Should you be deemed able to manage in the Supported Lodgings Provider's absence, there is an expectation that you will receive regular contact and visits from your Barnardo's Project Worker and/or Social Worker to ensure you are managing appropriately.

## Can I use the telephone?

Each Supported Lodgings Placement will be different and this will need to be discussed and negotiated, along with any reimbursement during the Placement Agreement.

## Policy on Alcohol

Alcohol will only be permitted in the Supported Lodgings Placement at the discretion of your Supported Lodgings Provider if you are over 18 years of age. As a young adult, you will be expected to consume alcohol in a responsible and adult manner.

If you are under the age of 18 years and are found to take alcohol into or consume alcohol with in the Supported Lodgings Placement consideration will be given to whether or not the Breach of Placement procedure is followed.

Should you drink excessively, and your behaviour becomes challenging in respect of verbal or physical abuse, the Supported Lodging Provider has the right to call the police.

## Policy on Smoking

Each Supported Lodgings Placement is different and this should be discussed and negotiated with the Supported Lodging Provider prior to you moving in.

However at no time is smoking allowed while you are in bed as this is a fire hazard.

## Policy on being out overnight

You are permitted to be out overnight 2 nights a week unless by prior agreement with your Barnardo's Project Worker and/or Social Worker and the Supported Lodgings Link worker. If you had your own tenancy your housing benefit could be affected if you stay out for more than 2 nights of the week and this is to prepare you for independence.

It is your responsibility to inform the Supported Lodgings Provider when you are staying out overnight.

## Insurance

You are responsible for insuring your own possessions as required.

## Policy on illegal substances

**NO ILLEGAL SUBSTANCES WILL BE ALLOWED IN ANY SUPPORTED LODGINGS PLACEMENT.**

If Supported Lodgings Providers are aware of substance misuse, whereby they know you are in possession and using substances, they should ensure that you are in receipt of medical attention.

If a supported Lodgings Provider **SUSPECTS** that illegal substances have been taken into the Supported Lodgings Placement premises, they have the right to inform the police. It is also advised that they contact the Supported Lodgings Link Worker and/or your Barnardo's Project Worker and/or Social Worker.

If there is evidence of illegal substance misuse in any Supported Lodgings Placement this will be considered as a breach of the conditions of residence, therefore the Breach of Placement procedure will be followed.

Should you become verbally and physically abusive the Supported Lodging Provider has the right to call the police. The Supported Lodgings Link worker and your Barnardo's Project Worker and/or Social Worker will also be informed.

## Policy on Medication

As a young adult you will be expected to look after your own prescribed and over the counter medication i.e. paracetamol and self medicate.

An alternative arrangement can be made under special circumstances and should be discussed with the Supported Lodgings Link Worker prior to the Supported Lodgings Placement.

## Planned Placement Endings



The Supported Lodgings Service aims for Supported Lodgings Placements to come to an end on a planned basis and when you are ready for independence. Alternative accommodation should already be identified in the community, whereby the Supported Lodging Provider will work with you through a transitional week. This week is provided to enable you to move into your new accommodation at a gradual pace, whilst retaining an appropriate level of support from your Supported Lodgings Provider.

The Supported Lodgings Placement will be subject to regular Reviews, as previously explained. During these Reviews, there will be discussions around when and if you may be ready for moving into your own independent accommodation. If it is deemed appropriate, and if you express your want and wish to move into your own tenancy, the Principal Housing Officer will be invited to attend the Review, to discuss with you the options of alternative accommodation Highland has to offer. If you wish to move out with the Highland area, the relevant Housing Department will be contacted.

## Unplanned Placement Endings



The Supported Lodgings Service recognises that there may, be situations where it is necessary for you to be removed from the Supported Lodgings Placement with immediate effect e.g. inappropriate behaviour, personal circumstances.

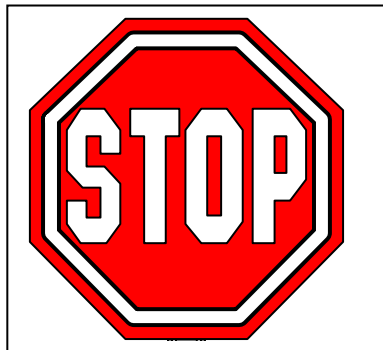
Where a Supported Lodgings Placement ends unexpectedly, and cannot be resumed, you will be required to be moved to alternative accommodation immediately.

A Supported Lodgings Placement Review would then proceed as soon as possible and attended by all those relevant

## Breach of Placement Agreement

The Placement Agreement, which is completed prior to you moving in, is an important, legal document

Should you not adhere to the conditions agreed in the Placement Agreement, discussions will take place between you, your Supported Lodgings Provider, Barnardo's Project Worker and/or Social Worker and the Supported Lodgings Link Worker.



If the Supported Lodgings Service determines that disciplinary action is required, the following action will be undertaken:

- One Verbal Warning
- Two Written Warnings

If a third written warning is required or a serious incident occurs whereby your Supported Lodgings Providers can no longer offer a Supported Lodgings Placement, you will be provided with a 28 day Notice To Quit by the Supported Lodgings Service giving you a date to leave the premises.

During the 28 day notice, if you fail to comply with the Placement Agreement, this may result with the termination of the Supported Lodgings Placement taking immediate effect.

The Children's Services Manager will issue all warnings, and the Supported Lodgings Link Worker will countersign these.

## Termination of Placement / Notice to Quit (Supported Lodgings Providers)



If your Supported Lodgings Provider wishes to terminate your Supported Lodgings Placement prior to a planned ending, the Supported Lodgings Providers is requested to provide the Supported Lodgings Link Worker and/or the Children's Services Manager with a minimum of 28 days notice in writing.

## Notice to Quit (Lodgers)



If you wish to terminate your Supported Lodgings Placement, you are requested to provide the Supported Lodgings Link Worker and/or the Children's Services Manager with a minimum of 7 days notice in writing.

## Complaints

If you wish to make an informal or formal complaint in relation to the service provided by the Supported Lodgings Service you may intimate this to the Children's Services Manager. Alternatively you have a right to complain to Barnardo's or the Highland Council if you are not happy with any aspect of the service provided. These complaints leaflet shall be made available on request.

If a Supported Lodging Provider receives a complaint from you or a third party this must be intimated to Barnardo's Springboard within 24 hours of receipt of the complaint. Thereafter the Barnardo's Springboard may carry out any investigation it deems necessary. Where appropriate, Barnardo's Springboard shall consult with the Supported Lodgings Provider prior to determining the scope of any investigation.

Alternatively you can complain directly to SCSWIS at First Floor, Castle House, Fairways Business Park, Inverness, IV2 6AA, Telephone number 01463 227630. A complaints leaflet shall be made available on request.

## Advocacy

Should you wish for someone to advocate on your behalf you can contact Nikki Grant (Who Cares) 07712870335.

## Access to information that is held about you.

If you wish to see the information that Barnardo's Springboard holds on you, please ask a member of staff from the Barnardo's Springboard team for a copy of the Barnardo's access application form for your use.

Please note that Barnardo's can charge £10 for this service.

## SCSWIS

On the 1<sup>st</sup> April 2011 the work of the Care commission passed to a new regulatory body, Social Care and Social Work Improvement Scotland (SCSWIS). The Supported Lodgings Service is registered with SCSWIS as a result of the 2001 Regulation of Care (Scotland) Act.

You have the right to take part in Supported Lodgings Services Inspections.

## Quality Assurance and Evaluation

We are committed to Monitoring and Evaluating the Supported Lodgings Service, so that we can make it as helpful and efficient as possible. We welcome any feedback from you on how this service could be improved.

If you have any ideas please speak to the Supported Lodgings Link Worker. You will also be provided with an end of placement report where you can record your views.

## Acknowledgements

Barnardo's Springboard would like to thank The Moray Council's Throughcare and Aftercare, Supported Lodgings Project for sharing their documents and policies and procedures with us. Some of which we have implemented but have changed to meet the needs of this service.

## Contact Details

Thank you for an interest in becoming a Lodger. We hope that this handbook for Lodgers has answered some of your questions.

If you require any further information please do not hesitate to contact this service.

Barnardo's Springboard  
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Inverness  
IV3 5NS  
Telephone (01463) 718436  
Fax (01463) 718439