



Bethel  
Homeless  
Ministry

# Support Plan

## NEEDS AND GOALS



## Introduction

Bethel Homeless Ministry is on a mission to eradicate homelessness in the City of Birmingham because '**Homeless Lives Matter**'

Our charity represents '**Love in Action**'

Homelessness for most individuals was not a choice. For some, they were forced based upon their circumstances dictating to them and others 'life' happened to due to impulsive decisions. the causes of homelessness can vary from a breakdown in the family homes, loss of employment, mental health, is substance misuse, refugee, poor management of handling money and so much more.

You can only imagine the hardships, challenges and stigma that they face daily? Not being able to have a basic wash, and as a homeless female can you empathise with the further difficulties this brings; a place to lie their head on a soft clean pillow, being able to sleep and not be afraid to close your eyes, to be able to drink a glass of water or eat a meal of your choice when you want to eat it, and not just when it is handed to you.

Bethel Homeless Ministry is committed to ensuring that all our tenants receive the best support from our highly trained staff. The quality of care given must be the focal point to all our tenants.

All our properties come fully furnished and with the essential tools and equipment needed to take those steps to become independent. As part of our support package (which will be a condition of their license agreement), this ultimately ensures the appropriate support interventions and provisions are suitable to allow these individuals to achieve their goals to become self-sufficient and inevitably independent.



Nathan Milton Grizzle  
Leader of Bethel Homeless Ministry

## Strictly Private and Confidential

**Name of Licensee:** Put tenants name here

**Commencement of Licence:** insert the date of support plan being done

**Allocated Support Worker:** Put the name of the person filling out this document

## Important Information for Any Assessor

- This is the first support plan for our tenant
- The support plan is to be reviewed every 3 months and updated accordingly
- The tenant will have clear obtainable targets
- Needs and goals are evident in detail
- Needs and goals will be constantly monitored and reviewed

## Additional Information

You will now find enclosed in this document all the tenants' information from which we have concluded in this assessment. Bethel Homeless Ministry will ensure we track the progress of every tenant that stays with us. As a result, from day one to be completed before the first review, and the more regular ongoing support points will be addressed during the whole period.

## Outline of Our Support Plan: Needs and Goals

Section 1: **Personal Information**

Section 2: **Identification**

Section 3: **Equal Opportunity**

Section 4: **Disclosures**

Section 5: **Finances**

Section 6: **Next of Kin**

Section 7: **Personal History**

Section 8: **Back Ground Analysis**

Section 9: **Summary of Needs**

Section 10: **Identifying key Support Areas**

Section 11: **The Tenant's Journey of Change**

Section 12: **Targets: 1<sup>st</sup> Support Plan**

Section 13: **Targets: 3 Months Review**

Section 14: **Targets: 6 Months Review**

Section 15: **Targets: 9 Months Review**

Section 16: **Targets: 12 Months Review**

Section 17: **Needs and Goals**

Section 18: **Declarations**

## **Section 1: Personal Details**

Title:            Mr ☐    Mrs ☐    Miss ☐    Ms ☐    Other

Surname:                       First Name:

Current Address:

Postcode:

Contact Number:

Email Address:

D.O.B:                       Age:

Gender:            Male ☐    Female ☐    Other:

Marital Status:

National Insurance:



**Bethel  
Homeless  
Ministry**



## **Section 2: Identification**

Do you have a birth certificate?    Yes ☐    No ☐

Do you have a passport?    Yes ☐    No ☐

Passport Number:

Do you have a driving licence?    Yes ☐    No ☐

Driving Licence Number:

## **Section 3: Equal Opportunity**

Nationality:

Ethnicity Origin:

Religion or Belief:

Sexual Orientation:

Native Language:

Preferred Language:

Do you have a disability?    Yes ☐    No ☐

If yes, please describe:

Are you currently receiving support?    Yes ☐    No ☐    N/A ☐

If yes, please provide more detail:

#### **Section 4: Disclosures**

Do you smoke?      Yes ☐      No ☐      Occasionally ☐

Do you drink alcohol?      Yes ☐      No ☐      Occasionally ☐

Do you use drugs?      Yes ☐      No ☐      Occasionally ☐

Do you have any criminal convictions?      Yes ☐      No ☐

Please outline any convictions not considered spent under the Rehabilitation of Offenders Act

| Date of Conviction | Offence | Length of Sentence |
|--------------------|---------|--------------------|
|                    |         |                    |
|                    |         |                    |
|                    |         |                    |
|                    |         |                    |
|                    |         |                    |

Are you on any medication?      Yes ☐      No ☐

| Name of Medication | Dosage | Time Taken | Reason for Usage |
|--------------------|--------|------------|------------------|
|                    |        |            |                  |
|                    |        |            |                  |
|                    |        |            |                  |
|                    |        |            |                  |
|                    |        |            |                  |

## **Section 5: Finances**

Do you have a bank account?      Yes ☐      No ☐

If yes, who do you bank with?

| Outline All Income or Benefits You Receive |             |                   |
|--|-------------|-------------------|
| Name of Income Provider                    | Amount Paid | Date Paid to Them |
|  | £           |                   |
|  | £           |                   |
|  | £           |                   |
|  | £           |                   |
|  | £           |                   |

Are you in any rent arrears?      Yes ☐      No ☐

If yes, how much in total do you owe?

If yes, how are you paying this off:

Do you have any other outstanding debt?      Yes ☐      No ☐

If yes, how much in total do you owe?

If yes, how are you paying this off:

## **Section 6: Next of Kin**

Person 1

Full Name:

Current Address:

Contact Number:

Relationship to You:

Person 2

Full Name:

Current Address:

Contact Number:

Relationship to You:



## **Section 7: Personal History**

### Describe Your Family Background

Ideal things to ask:

- Talk about their parents
- Talk about their siblings
- Talk about their house

### Describe Your Upbringing

Ideal things to ask:

- Talk what it was like growing up.
- What was the highs and lows
- Talk about happy and sad moments etc
- Talk about how they were disciplined
- Talk about schooling
- Talk about their experience with the GP, dentist, opticians, hospitals and any other services

### Health Background

Ideal things to ask:

- Ask if there are any in hereditary health problems

| Accommodation History (For the Past 5 Years) |                 |            |          |                       |
|--|-----------------|------------|----------|-----------------------|
| House Name & Contact Number                  | Type of Housing | Start Date | End Date | Reasoning for leaving |
|  |                 |            |          |                       |
|  |                 |            |          |                       |
|  |                 |            |          |                       |
|  |                 |            |          |                       |
|  |                 |            |          |                       |

| Employment History |  |  |
|--------------------|--|--|
| Company:           |  | Briefly outline main responsibilities: |
| Job Title:         |  |  |
| Start date:        |  |  |
| End date:          |  |  |
| Company:           |  | Briefly outline main responsibilities: |
| Job Title:         |  |  |
| Start date:        |  |  |
| End date:          |  |  |
| Company:           |  | Briefly outline main responsibilities: |
| Job Title:         |  |  |
| Start date:        |  |  |
| End date:          |  |  |

Do you have a CV?      Yes ☐      No ☐

Are you looking for work?      Yes ☐      No ☐

If they have either answered yes, ask the ideal questions to ask:

- What type of work would you like to do?
- Why have chosen that job?
- Have you researched if the role requires any qualifications?
- If so, how are you going about this?
- Have you researched if the role requires any skills?
- If so, how are you going about this?

| Education History |       |                   |       |      |
|-------------------|-------|-------------------|-------|------|
| Qualification     | Level | Name of Provision | Grade | Date |
|                   |       |                   |       |      |
|                   |       |                   |       |      |
|                   |       |                   |       |      |
|                   |       |                   |       |      |
|                   |       |                   |       |      |
|                   |       |                   |       |      |
|                   |       |                   |       |      |
|                   |       |                   |       |      |
|                   |       |                   |       |      |
|                   |       |                   |       |      |
|                   |       |                   |       |      |

Is the applicant currently studying or interested in studying?    Yes ☐    No ☐

If they have either answered yes, ask the ideal questions to ask:

- What course(s) are you interested in?
- At what provisions?
- What are the entry requirements?
- Have you applied?

### Smoking

Do they smoke?      Yes ☐      No ☐      Occasionally ☐

If they have either answered yes or occasionally, ask the ideal questions to ask:

- When did you start?
- How long have you been smoking for?
- How many do you smoke a day? Have they tried to quit? Are they thinking of quitting?

### Drinking Alcohol

Do they drink alcohol?      Yes ☐      No ☐      Occasionally ☐

If they have either answered yes or occasionally, ask the ideal questions to ask:

- When did you start?
- How long have you been smoking for?
- How many do you smoke a day? Have they tried to quit? Are they thinking of quitting?

### Drug Usage

Do they use drugs?      Yes ☐      No ☐      Occasionally ☐

If they have either answered yes or occasionally, ask the ideal questions to ask:

- When did you start?
- How long have you been smoking for?
- How many do you smoke a day? Have they tried to quit? Are they thinking of quitting?



### Physical Health

Encourage them to describe everything about their physical health

### Emotional Health

Encourage them to describe everything about their emotional health

### Mental Health

Encourage them to describe everything about their mental health

## Section 8: Back Ground Analysis

[illegible]

## **Section 9: Summary of Needs**

| <b>Key Support Areas</b><br>(Refer to the Key Support Areas Appendix for full details) |             |                |                             |               |                           |                |                    |           |
|--|-------------|----------------|-----------------------------|---------------|---------------------------|----------------|--------------------|-----------|
| Wellbeing  | Life Skills | Family Network | Work, Training or Education | Relationships | Registering or Signing Up | Managing Money | Licence or Tenancy | Moving On |
|  |             |                |                             |               |                           |                |                    |           |

| <b>Why Is This Support Required</b><br>Briefly outline why you selected the above key support areas |  |
|---|--|
| Wellbeing   |  |
| Life Skills   |  |
| Family Network  |  |
| Work, Training or Education   |  |
| Relationships   |  |
| Registering or Signing Up   |  |
| Managing Money  |  |
| Licence or Tenancy  |  |
| Moving On   |  |

## **Section 10: Identifying Key Support Areas**

| Key Support Areas           | Support Items Number Code |
|-----------------------------|---------------------------|
| Wellbeing                   |                           |
| Life Skills                 |                           |
| Family Network              |                           |
| Work, Training or Education |                           |
| Relationships               |                           |
| Registering or Signing Up   |                           |
| Managing Money              |                           |
| Licence or Tenancy          |                           |
| Moving On                   |                           |

(Use Appendix: Key Support Areas for the number code to insert into the rows)

## **Section 11: The Tenant's Journey of Change**

| Key Support Areas           | 1 <sup>st</sup><br>Support Plan | At 3<br>Months Review | At 6<br>Months Review | At 9<br>Month Review | At 12<br>Months Review |
|-----------------------------|---------------------------------|-----------------------|-----------------------|----------------------|------------------------|
| Wellbeing                   |                                 |                       |                       |                      |                        |
| Life Skills                 |                                 |                       |                       |                      |                        |
| Family Network              |                                 |                       |                       |                      |                        |
| Work, Training or Education |                                 |                       |                       |                      |                        |
| Relationships               |                                 |                       |                       |                      |                        |
| Registering or Signing Up   |                                 |                       |                       |                      |                        |
| Managing Money              |                                 |                       |                       |                      |                        |
| Licence or Tenancy          |                                 |                       |                       |                      |                        |
| Moving On                   |                                 |                       |                       |                      |                        |

Key:

5: Immediate action required.

4: Goals identified but little progress.

3: Good progress towards achieving goals

2: Independent with minimal support

1: No support required, or no goals left to be achieved



## Section 12: Targets - 1<sup>st</sup> Support Plan

|                             |          |
|-----------------------------|----------|
| Wellbeing                   | 1)<br>2) |
| Life Skills                 | 1)<br>2) |
| Family Network              | 1)<br>2) |
| Work, Training or Education | 1)<br>2) |
| Relationships               | 1)<br>2) |
| Registering or Signing Up   | 1)<br>2) |
| Managing Money              | 1)<br>2) |
| Licence or Tenancy          | 1)<br>2) |
| Moving On                   | 1)<br>2) |

(Under each key support area heading, if applicable - write a minimum of 1 target and a maximum of 2 targets)

### **Section 13: Targets – 3 Months Review**

|                             |    |
|-----------------------------|----|
| Wellbeing                   | 1) |
|                             | 2) |
| Life Skills                 | 1) |
|                             | 2) |
| Family Network              | 1) |
|                             | 2) |
| Work, Training or Education | 1) |
|                             | 2) |
| Relationships               | 1) |
|                             | 2) |
| Registering or Signing Up   | 1) |
|                             | 2) |
| Managing Money              | 1) |
|                             | 2) |
| Licence or Tenancy          | 1) |
|                             | 2) |
| Moving On                   | 1) |
|                             | 2) |

(Under each key support area heading, if applicable - write a minimum of 1 target and a maximum of 2 targets)

## **Section 14: Targets – 6 Months Review**

|                             |    |
|-----------------------------|----|
| Wellbeing                   | 1) |
|                             | 2) |
| Life Skills                 | 1) |
|                             | 2) |
| Family Network              | 1) |
|                             | 2) |
| Work, Training or Education | 1) |
|                             | 2) |
| Relationships               | 1) |
|                             | 2) |
| Registering or Signing Up   | 1) |
|                             | 2) |
| Managing Money              | 1) |
|                             | 2) |
| Licence or Tenancy          | 1) |
|                             | 2) |
| Moving On                   | 1) |
|                             | 2) |

(Under each key support area heading, if applicable - write a minimum of 1 target and a maximum of 2 targets)

## **Section 15: Targets – 9 Months Review**

|                             |    |
|-----------------------------|----|
| Wellbeing                   | 1) |
|                             | 2) |
| Life Skills                 | 1) |
|                             | 2) |
| Family Network              | 1) |
|                             | 2) |
| Work, Training or Education | 1) |
|                             | 2) |
| Relationships               | 1) |
|                             | 2) |
| Registering or Signing Up   | 1) |
|                             | 2) |
| Managing Money              | 1) |
|                             | 2) |
| Licence or Tenancy          | 1) |
|                             | 2) |
| Moving On                   | 1) |
|                             | 2) |

(Under each key support area heading, if applicable - write a minimum of 1 target and a maximum of 2 targets)

## **Section 16: Targets – 12 Months Review**

|                             |    |
|-----------------------------|----|
| Wellbeing                   | 1) |
|                             | 2) |
| Life Skills                 | 1) |
|                             | 2) |
| Family Network              | 1) |
|                             | 2) |
| Work, Training or Education | 1) |
|                             | 2) |
| Relationships               | 1) |
|                             | 2) |
| Registering or Signing Up   | 1) |
|                             | 2) |
| Managing Money              | 1) |
|                             | 2) |
| Licence or Tenancy          | 1) |
|                             | 2) |
| Moving On                   | 1) |
|                             | 2) |

(Under each key support area heading, if applicable - write a minimum of 1 target and a maximum of 2 targets)



## Section 17: Needs and Goals

| Heading                            |      | Needs<br><i>Our tenant's specific support needs</i>  | Goals<br><i>What is the desired outcome for the tenant?</i>   | Support<br>Worker<br>Initials | Progress<br><i>How is the desired outcome for the tenant<br/>being achieved?</i> |
|------------------------------------|------|--|---|-------------------------------|--|
| 1. General counselling and support | 1.1  | Our tenant has a need for a supportive friendly environment in the accommodation so that all tenant needs can be met which will include our listening well and being a good advocate.        | Our tenant has grown in confidence and self-esteem and feels valued, appreciated and respected which has enabled human flourishing leading to sustainable independence. |                               |  |
|                                    | 1.2  | Our tenant has a need for a culture of openness, honesty and transparency so that progress can be made by our modelling this behaviour.  | Our tenant is honest and open in all dealings.  |                               |  |
|                                    | 1.3  | By providing a safe environment in which to discuss any triggers towards addictive behaviour we will meet the need for our tenant to be able to explore deep issues that have affected them. | Our tenant has established the triggers that results in addictive behaviour and has a plan of how to deal with them.  |                               |  |
|                                    | 1.4  | In order for our tenant to move forward we need to establish trust by being consistent and reliable.   | Our tenant trusts us and hence out of that trust a positive response is made to all our support.  |                               |  |
|                                    | 1.5  | Our tenant needs encouragement and support by accompanying to appointments and group work in order to develop confidence.  | By our accompanying to appointments and providing assistance with group work their tenants of our confidence has improved.  |                               |  |
|                                    | 1.6  | Our tenant needs support in assessing their mental health issues and finding support.  | Our tenant understands their mental health issues and knows how to find support.  |                               |  |
|                                    | 1.7  | Our tenant will need help accessing the internet and understanding its pros and cons for a healthy approach, especially in relation to sleeping patterns.                                    | Our tenant understands what it means to use the internet in a healthy way.  |                               |  |
|                                    | 1.8  | Our tenant has a need to become a better version of themselves as we all do.   | Our tenant understands what changes need to be made and has a plan to do this within a specified time frame.  |                               |  |
|                                    | 1.9  | In order to live a balanced lifestyle our tenants need to have the issues of mind, body and spirit in balance.   | Our tenant understands the need for a balanced life and how to achieve this.  |                               |  |
|                                    | 1.10 | Our tenant needs support to make better choices and decisions in life.   | Our tenant is able to make significantly better choices and decisions.  |                               |  |

|   |      |   |   |  |  |
|---|------|---|---|--|--|
|   | 1.11 | Our tenant has opportunities for signposting to specialist organisations.   | Our tenant is aware of all the many signposting opportunities there are to assist in personal growth, counselling and support, and is accessing the ones most applicable.                         |  |  |
| <b>2. Providing life skills training to the licensee in maintaining the property and curtilage in an appropriate condition.</b> | 2.1  | Our tenant needs to keep the outside of the property tidy and presentable so that good relations with neighbours are maintained.  | The outside of the property is presentable at all times based on the teamwork of all of the tenants with our providing assistance where required (e.g. window-cleaning, repairs and maintenance). |  |  |
|   | 2.2  | Our tenant maintains a clean and tidy bedroom so that good mental and physical health is maintained which is vitally important.   | Our tenant keeps their room clean and tidy and appreciates why that is important for their physical and mental health.  |  |  |
|   | 2.3  | Our tenant needs to appreciate why it is important to work with the other tenants in daily household tasks and chores.  | Our tenant works very well with other housemates with daily household tasks and chores.   |  |  |
|   | 2.4  | Our tenant needs to appreciate why it is important to maintain a safe and clean environment.  | Our tenant has developed a daily and weekly routine, in order to maintain a safe, clean and healthy environment.  |  |  |
|   | 2.5  | Our tenant needs to develop teamwork with all tenants working together to keep the property safe and clean.   | Our tenant works very well with other tenants to keep the property safe and clean.  |  |  |
|   | 2.6  | Our tenant needs to attend house meetings to reaffirm the need for maintenance of the environment in this way.  | Our tenant always attends house meetings and contributes well.  |  |  |
|   | 2.7  | Our tenant needs to be aware of when minor repairs are required and we will provide teaching and oversight so that the tenant can conduct these themselves in a safely and timely manner  | Our tenant can conduct minor repairs in a safe and timely manner  |  |  |
| <b>3. Assisting the licensee with shopping and errands</b>  | 3.1  | Our tenant needs to develop good shopping habits in terms of being economical and healthy in the purchases made. We can offer support in all aspects by either supervising the trips or providing feedback on the outcomes of the trip. | Our tenant has the skills and knowledge to be able to shop economically at all times whilst purchasing sufficient food which is also healthy and nutritious.                                      |  |  |

|   |     |   |   |  |  |
|---|-----|---|---|--|--|
|   | 3.2 | Our tenant needs to develop good shopping habits to show how a shopping list developed before the visit is always advisable and the reasons why.  | Our tenant uses a shopping list hence avoiding rash or unhealthy purchases.   |  |  |
|   | 3.3 | Our tenant needs to learn recipes so that food purchases are made with those in mind, developing the skills to be able to freeze food for future meals, increasing the efficiency in terms of lowering costs as well as reducing time spent in preparation. | Our tenant has learnt at least 5 or 6 recipes of low cost, healthy and nutritious meals that can be enjoyed and understands how it is possible that excess food can be safely frozen for future meals.                |  |  |
|   | 3.4 | Our tenant needs to ensure food remains in date so that health is maintained.   | Our tenant has developed a daily and weekly routine that checks the dates of food to ensure safe food preparation.  |  |  |
|   | 3.5 | Our tenant needs some education in how to prepare food appropriately ensuring food hygiene standards are being followed.  | Our tenant has developed the skills to prepare food in a safe manner, i.e. preparing food hygienically and safely i.e. wiping down surfaces before and after food preparation, making sure food is cooked thoroughly. |  |  |
| <b>4. Advising and supervising the licensee on the use of domestic equipment and appliances.</b>        | 4.1 | Our tenant needs to be able to safely operate all domestic equipment and appliances and needs to attend an induction in relation to housekeeping procedures and safe use of cleaning products and equipment.  | Our tenant is able to safely operate all domestic equipment and appliances.   |  |  |
| <b>5. Advising or assisting the licensee in dealing with relationships and disputes with neighbours</b> | 5.1 | Our tenant needs encouragement and support in adjusting to living with housemates and in a community with neighbours and we will provide reminders to report any concerns to staff so that they can be discussed.   | Our tenant has developed good and healthy relationships with housemates and neighbours.   |  |  |
|   | 5.2 | Our tenant needs to understand relationships can be very complicated and will take time to nurture and blossom. We will discuss how and why it is important to foster and maintain good healthy relationships.  | Our tenant has a good and healthy grasp on how to develop and maintain relationships.   |  |  |
|   | 5.3 | Our tenant needs to understand why it is important to iron out difficulties with relationships and learn processes and techniques for resolving disputes in a safe and respectful manner.   | Our tenant is very open to having honest discussions about where there may be issues with relationships. Our tenant is open to new and positive influences.   |  |  |
|   | 5.4 | Our tenant needs to attend house meetings to discuss any issues openly and honestly with others.  | Our tenant attends all monthly house meetings and is always open, honest and respectful in these meetings.  |  |  |

|  |     |   |   |  |  |
|--|-----|---|---|--|--|
|  | 5.5 | Our tenant needs to understand why it is important to be a good neighbour in any property.  | Our tenant understands what it means to be a good neighbour and why that is important.  |  |  |
| <b>6. Assisting with the security of the dwelling because of the needs of the licensee</b>           | 6.1 | Our tenant needs supervision and accessible help to enhance their sense of security.  | Our tenant's sense of security is safeguarded by providing supervision and accessible help.   |  |  |
|  | 6.2 | Our tenant needs to be reminded to ensure the property is locked at night and when empty.   | Our tenant remembers to lock their own door and the front or back door of the house whenever they go out without prompting.   |  |  |
|  | 6.3 | Our tenant needs to be reminded that windows are closed.  | Our tenant shuts the windows in their own bedroom and any other windows to which they have access at night and when they are the last person to leave the building. |  |  |
|  | 6.4 | Our tenant needs to be reminded that nothing valuable is in view of the windows.  | Our tenant does not leave valuables in a place where they are viewable from the windows.  |  |  |
|  | 6.5 | Our tenant needs us to provide a presence in the scheme to monitor and supervise their activities and to be available to respond to problems.                                   | Our tenant is confident in their own personal security in the dwelling.   |  |  |
|  | 6.6 | Our tenant needs us to monitor access to the building to protect them from intruders and unwelcome guests.  | Our tenant is able to monitor access to the building themselves and notify us of intrusions and unwelcome guests.   |  |  |
|  | 6.7 | Our tenant needs us to take measures to reduce violence and crime within the accommodation which includes preventing certain individuals or groups from accessing the building. | Our tenant is no longer threatened by violence and crime but is able to notify us if we do need to intervene.   |  |  |
|  | 6.8 | Our tenant needs us to be on-call for security reasons due to the nature of their support needs and vulnerabilities.  | Our tenant is shielded from threats and is able to use our on-call security system if required.   |  |  |
| <b>7. Assisting with maintaining the safety of the dwelling because of the needs of the licensee</b> | 7.1 | Our tenant needs us to remind them how to observe health and safety within the property which includes waste disposal (especially glass).                                       | Our tenant observes health and safety measures without being prompted which includes securely disposing of glass.   |  |  |
|  | 7.2 | Our tenant needs us to regularly check the premises to see that the tenant is reasonably safe from personal injury or from damage to the property caused by a defect.           | Our tenant feels safe from personal injury and knows to report any damage to the property caused by a defect which may cause potential for injury.                  |  |  |

|   |     |  |   |  |  |
|---|-----|--|---|--|--|
| <b>The landlord conducts regular premises check to see that the tenant is reasonably safe from personal injury or from damage to the property caused by a defect.</b> | 7.3 | Our tenant needs us to regularly highlight fire safety awareness to them which includes the safe use of gas hobs.  | Our tenant is aware of all fire safety issues and is able to confidently operate correctly in all issues to do with fire safety including the safe use of gas hobs.   |  |  |
|   | 7.4 | Our tenant needs regular reminders and drills to help keep them safe in the event of a fire.   | We remind our tenant regularly about what to do in case of a fire – individually and in monthly house meetings and our tenant has shown to be capable in these areas.   |  |  |
|   | 7.5 | Our tenant needs to be reminded to dispose of cigarettes appropriately inside and outside.   | Our tenant disposes of his cigarettes appropriately inside and outside.   |  |  |
|   | 7.6 | Our tenant needs to understand the principles underlying safe storage of cleaning materials which implies an awareness of C.O.S.H.H. - the Control of Substances Hazardous to Health Regulations.  | Our tenant understands the principles of safe storage regarding cleaning materials (i.e. they are aware of C.O.S.H.H.).   |  |  |
|   | 7.7 | Our tenant needs to understand how to apply first aid in an emergency and where the first aid box is located.  | Our tenant has a good basic knowledge of how to practise first aid and knows where the first aid box is located.  |  |  |
| <b>8. Advising and supervising the Licensee on the use of their own domestic equipment and appliances.</b>  | 8.1 | <p>Our tenant needs to function well in an independent setting and one of the key aspects to this is the safe use of all appliances such as cooker, iron, dishwasher, washing machine etc.</p> <p>Our tenant will sometimes require us to supervise the use of appliances to avoid health and safety risks.</p> <p>We will show our tenant how to use the oven, washing machine and dryer and supervise the use of these appliances independently.</p> | Our tenant is able to use all appliances safely in accordance with the manufacturer's instructions and without supervision.   |  |  |
|   | 8.2 | <p>Our tenant needs to function well in an independent setting and one of the key functions of this is the optimal use of all these appliances.</p> <p>We will show our tenant how to use the oven, washing machine and dryer in a way that prolongs their life-span and that is environmentally friendly and cost-efficient.</p>  | Our tenant is able to confidently and efficiently use all household appliances to their very best advantage in a manner which prolongs their usage and in a way that does not have an unnecessary drain on utility costs. |  |  |



|  |      |  |  |  |  |
|--|------|--|--|--|--|
| 9. <b>Assisting with arranging minor repairs to, and servicing of, the Licensee's own domestic equipment and appliances.</b>                       | 9.1  | <p>For our tenant to be able to deal with their own minor repairs by teaching them the skills necessary to manage them.</p> <p>This may involve a higher level of intervention or continual repetition of verbal guidance in regards to minor repairs.</p> <p>We will demonstrate how simple repairs to household items can be carried out (e.g. light-bulb change, bleeding radiators etc).</p> | For our tenant to be successfully able to complete all minor repairs which an ordinary landlord would expect a licensee to complete themselves.  |  |  |
|  | 9.2  | It is important that our tenant is able to confidently and effectively arrange appointments for contractors/local repair organisations to call. We will assist by arranging for plumbers, electricians etc to call in the short term and also supervise our tenant in making contacts.   | For our tenant to be able to successfully and clearly arrange for contractors to call at set times that our tenant is available.   |  |  |
| 10. <b>Providing and maintaining emergency alarm and call systems in relation to the provision of care, support or supervision of the licensee</b> | 10.1 | Our tenant needs to understand the need for the emergency alarm and call systems in the house.   | Our tenant understands what to do when the emergency alarm and call systems in the house are not working. Whether that be a system reset, calling an engineer or calling us the landlord. Then to provide confident timey, clear and concise instructions as to what is not working so that emergency repairs can be carried out as quickly as possible. |  |  |
|  | 10.2 | Our tenant needs guidance regarding security/safety procedures that are provided and for the key issues to be understood as to why safety procedures are in place.   | Our tenant has a full and comprehensive knowledge of why safety/security issues are needed.  |  |  |
|  | 10.3 | Our tenant needs to be made aware of the key fundamentals to the system and how it works and what to do in the event of a malfunction.   | When a malfunction comes in the system our tenant will either make a report of the system issue to us immediately or they will make the system to be reset appropriately.  |  |  |
|  | 10.4 | Our tenant needs to attend all support meetings and house meetings where these issues are reinforced.  | Our tenant always attends support meetings and house meetings and is confident in explaining any areas where full knowledge and understanding is not applicable.   |  |  |
| 11. <b>Responding to emergency alarm</b>   | 11.1 | Our tenant will require guidance regarding security/safety procedures in the event of an   | Our tenant feels confident and well briefed as to what needs to be done in the event of an emergency   |  |  |

|  |      |  |  |  |  |
|--|------|--|--|--|--|
| calls, where such calls relate to the provision of care, support or supervision to the licensee  |      | emergency requiring the vacating of the building in a safe manner.   | evacuation and is therefore able to make focussed and informed decisions in this eventuality.  |  |  |
|  | 11.2 | Our tenant should cooperate well with others in all safety issues.   | Our tenant works well with the other tenants who should also know what they need to do so that no one's safety is compromised.   |  |  |
|  | 11.3 | Our tenant should attend an induction in relation to security and safety alarms.   | Our tenant attended the induction and was fully briefed on all safety matters which was fully understood.  |  |  |
|  | 11.4 | Our tenant attends all support and house meetings where safety briefings are provided and good practise is explained and reinforced. | Our tenant attends all support and house meetings to which a good personal contribution is made and understanding is confirmed.  |  |  |
|  | 11.5 | For our tenant to inform us the landlord if there are any issues with the functioning of the emergency alarm and call systems.       | Our tenant understands how the emergency alarm and call systems work to the degree that our tenant is able to provide confident timey, clear and concise instructions as to what is not working so that emergency repairs can be carried out as quickly as possible. |  |  |
| 12. Advising or assisting the licensee in dealing with benefit claims and other official correspondence relevant to sustaining occupancy of the dwelling | 12.1 | Our tenants require advice and guidance on the full range of benefits they are entitled to claim.                                    | Our tenant has a good understanding of the benefits to which they are entitled.  |  |  |
|  | 12.2 | Our tenant needs help completing the paper-based forms.  | Our tenant has successfully applied for and been awarded the maximum amounts of money they are entitled to.  |  |  |
|  | 12.3 | Our tenant needs help with completing on-line forms.   | Our tenant has had their claim for Housing Benefit assessed under the regulations for Exempt Accommodation.  |  |  |
|  | 12.4 | Our tenant needs help obtaining valid identification.  | Our tenant has successfully navigated the process leading to obtaining a birth certificate and national insurance number.  |  |  |
|  | 12.5 | Our tenant has the necessary ID to be able to not be marginalised.   | Our tenant has successfully applied for a photocard driving licence.   |  |  |
|  | 12.6 | Our tenant needs reminding to check for and implement the notifications of changes of circumstances.                                 | Our tenant continues to receive their correct benefits for the duration of their stay.   |  |  |

|   |       |  |  |  |  |
|---|-------|--|--|--|--|
|   | 12.7  | Our tenant needs advocacy in any legal disputes.   | Our tenant is able to navigate the criminal justice system and has confidence to make their view heard.                            |  |  |
|   | 12.8  | Our tenant needs a member of our Tenant Support Team to attend court with the, attend, tribunals for benefits with them or help them to deal with legal professionals. | Our tenant has a fair hearing and has communicated issues from their perspective.  |  |  |
|   | 12.9  | Our tenant needs to be regularly reminded to show our Tenant Support Team all correspondence that comes to the house.  | Our tenant does not miss any appointments and answers all correspondence promptly.   |  |  |
|   | 12.10 | Our tenant needs support in terms of some benefit claim meetings.  | Our tenant has the opportunity to be accompanied to all appointments.  |  |  |
|   | 12.11 | Our tenant needs to be reminded to collect medical certificates on time.   | Our tenant is always up to date with their medical certificates.   |  |  |
|   | 12.12 | Our tenant needs help to regularly complete their Universal Credit on-line journal and answer any questions that are sent to them through the journal.                 | Our tenants journal is always up-to-date and questions from Universal Credit have been answered promptly.                          |  |  |
| <b>13. Other support that enables the licensee to live independently and to fulfil their potential in the community</b> | 13.1  | Our tenant needs encouragement to increase exercise levels as a way of improving mental and emotional health.  | Our tenant is regularly exercising, attends a gym / leisure centre/ swimming pool.   |  |  |
|   | 13.2  | Our tenant needs help gaining awareness of all the opportunities available for personal development in the local community.  | Our tenant is a member of the local library and regularly attends.   |  |  |
|   | 13.3  | Our tenant needs help gaining awareness of all the opportunities available for personal development in the local community.  | Our tenant has enrolled on an adult learning course at the local college or is attending classes in a subject that interests them. |  |  |
|   | 13.4  | Our tenant needs training in how to maintain a licence.  | Our tenant is occupancy ready and can evidence training to be a reliable licensee.   |  |  |
| <b>14. Advising or assisting the licensee with personal</b>   | 14.1  | Our tenant needs help with weekly/ fortnightly/ monthly budgeting ensuring that when she/he receives her/his benefits all bills are paid and a budget is set.          | Our tenant is living within their means, not getting into debt and not borrowing or lending money.                                 |  |  |

|   |      |   |  |  |  |
|---|------|---|--|--|--|
| <b>budgeting and debt counselling.</b>  | 14.2 | Our tenant needs help to manage a bank account that is not constantly overdrawn.  | Our tenant has a well-run bank account that is not constantly going into overdraft.  |  |  |
|   | 14.3 | Our tenant requires us to provide them with vouchers for the foodbank if budgeting goes over for whatever reason.   | Our tenant does not require vouchers for the local foodbank because they are able to budget effectively.   |  |  |
|   | 14.4 | Our tenant needs money-management advice including advice and guidance about financial debts and the budgeting of money.  | Our tenant has payment plans in place with a specific target date to be debt free.<br>Our tenant pays their service charge regularly by standing order.                |  |  |
|   | 14.5 | Our tenant needs assistance to set up a regular savings plan.   | Our tenant has a regular savings plan set up with a registered credit union or the Christmas savings club.   |  |  |
| <b>15. Assisting the licensee to engage with individuals, professionals and other bodies with an interest in the welfare of the licensee</b><br><br><b>The landlord provides advice to the tenant as well as advocacy and liaison with statutory, non-statutory agencies and relatives.</b> | 15.1 | Our tenant needs reminding and prompting about when hospital and other appointments are and help to attend these appointments on time and be well presented.  | Our tenant has well developed systems in place to remind themselves about appointments and a growing confidence in establishing good practice on their own initiative. |  |  |
|   | 15.2 | Our tenant needs advocacy, liaison and assistance with keeping benefit claims on going and up to date, this includes arranging and collecting medical certificates when required.   | Our tenant is confident in dealing with all the professionals who have an interest in their welfare.   |  |  |
|   | 15.3 | Our tenant needs support to stay calm and express themselves clearly when things don't go their way.  | Our tenant can express their needs clearly and remain calm when things don't go their way.   |  |  |
|   | 15.4 | Our tenant needs someone in their corner with any issues with the relevant agencies, especially when things aren't going so well.   | Our tenant has someone in their corner to help with relevant agencies, especially when things aren't going so well.  |  |  |
|   | 15.5 | Our tenant needs guidance to generate and maintain a commitment to meaningful activity whether that be education, training, volunteering, employment or support groups for the purposes of up-skilling and/or improving mental and physical health. | Our tenant has a clearer idea of what they enjoy doing, what motivates them and how they can find fulfilment in purposeful activity.                                   |  |  |
|   | 15.6 | Our tenant needs help appreciating and understanding their interests and life goals.  | Our tenant appreciates their interests and life goals.   |  |  |

|   |       |   |  |  |  |
|---|-------|---|--|--|--|
|   | 15.7  | Our tenant needs support to intentionally structure meaningful activity so that it helps them stabilise or progress.  | Our tenant can monitor and evaluate all meaningful activity in terms of its ability to assist them with their forward progression or at least provide stability. |  |  |
|   | 15.8  | Our tenant needs support to appreciate the value of purposeful activity to their social network and future independence.  | Our tenant can monitor the effectiveness of purposeful activity in providing an increase in their social network to aid future independence.                     |  |  |
|   | 15.9  | Our tenant needs assistance to plan some of their goals.  | Our tenant has a plan to achieve some of their goals.  |  |  |
|   | 15.10 | Our tenant needs guidance and signposting to engaging with other appropriate agencies which will provide help and advice.   | Our tenant can research and develop good relationships with agencies that can provide specialist assistance.   |  |  |
|   | 15.11 | Our tenant needs help to assess the impact of agencies on their well-being.   | Our tenant can check and analyse the impact of the agency on their well-being.   |  |  |
| <b>16. Arranging adaptations to enable the licensee to cope with disability</b> | 16.1  | Our tenant cannot move into the house without wheelchair access into the property and access to the communal facilities for cooking, washing and toilet needs.  | Our tenant has full access and is confident and happy making their way around communal facilities.   |  |  |
|   | 16.2  | Our tenant can move in but requires physical adaptations such as: <ul style="list-style-type: none"> <li>Adapted kitchen utensils</li> <li>Wide grip items like remote controls</li> <li>Widening of door-frames and corridors</li> <li>Support handles and rails on stairs and in toilet / bathroom</li> </ul> | Our tenant is confident and happy using all the equipment in the property.   |  |  |
|   | 16.3  | Our tenant needs training in the use of adapted resources.  | Our tenant has a well-planned schedule of work and training in the use of adapted resources.   |  |  |
| <b>17. Cleaning of licensee's bedroom</b>                                       | 17.1  | Our tenant needs to be shown how to use cleaning equipment, vacuum cleaner, dust-pan and brush, polish and duster, cleaning cloths  | Our tenant can and does competently clean their bedroom by using appropriate utensils  |  |  |
|   | 17.2  | Our tenant needs training in how to move furniture and clean underneath and behind items.   | Our tenant can and does competently perform a deep clean in their room when necessary.   |  |  |
|   | 17.3  | Our tenant needs someone to clean with them the first time.   | Our tenant can and does clean their room independently.  |  |  |

|   |      |   |   |  |  |
|---|------|---|---|--|--|
|   | 17.4 | Our tenant needs to strip a bed, wash and change the linen with supervision.                              | Our tenant can and does change their bed sheets as appropriate.   |  |  |
| <b>18. Physical; Emotional; Mental and Spiritual health</b> | 18.1 | Our tenant has: high/ medium/ low support needs based on the self-reported evidence in the referral form. | Our tenant is receiving support to the requisite level.   |  |  |
|   | 18.2 | Our tenant needs others to help them look after their physical health.                                    | Our tenant is looking after their physical health and has: <ul style="list-style-type: none"> <li>○ Registered with a GP</li> <li>○ Registered with a dentist</li> <li>○ Registered with a counsellor</li> <li>○ Enrolled on a substance misuse programme</li> </ul>  |  |  |
|   | 18.3 | Our tenant needs regular exercise.  | Our tenant is getting regular exercise by: <ul style="list-style-type: none"> <li>○ Going to the gym, attending fitness classes and/ or swimming</li> <li>○ Setting 'steps' targets on their phone apps</li> <li>○ Joining a walking or running group</li> <li>○ Organising companion walks for other tenants</li> <li>○ Cycling</li> </ul> |  |  |
|   | 18.4 | Our tenant needs support to manage their wellbeing and sexual health.                                     | Our tenant manages their wellbeing by: <ul style="list-style-type: none"> <li>○ Accessing advice on safe sex</li> <li>○ Booking session at a sexual health centre.</li> <li>○ Researching therapies and interventions related to wellbeing</li> <li>○ Using sex and consent learning materials</li> </ul>                                   |  |  |
|   | 18.5 | Our tenant needs therapy and interventions.   | Our tenant is accessing therapies and interventions in relation to: <ul style="list-style-type: none"> <li>○ Wellbeing</li> <li>○ Addiction</li> <li>○ Anger management</li> <li>○ Relationship management</li> <li>○ Parenting skills</li> </ul>   |  |  |
|   | 18.6 | Our tenant needs support with anxiety self-help techniques.   | Our tenant is applying depression and anxiety self-help techniques.   |  |  |
|   | 18.7 | Our tenant needs help to explore spiritual activity that is right for them.                               | Our tenant is participating: <ul style="list-style-type: none"> <li>○ An Alpha Course</li> <li>○ Sunday services</li> </ul>   |  |  |

|  |      |   |   |  |  |
|--|------|---|---|--|--|
|  |      |   | <ul style="list-style-type: none"> <li>○ Small group activities</li> <li>○ Church-based social events</li> <li>○ Other opportunities as identified by our tenant</li> </ul>   |  |  |
| <b>19. Controlling access to the licensee's dwelling</b>                                 | 19.1 | Our tenant requires a key to the property.  | Our tenant has a set of their own keys.   |  |  |
|  | 19.2 | Our tenant needs to become aware of who can and cannot have access to the property.   | Our tenant is aware of who is allowed access to the property.   |  |  |
|  | 19.3 | Our tenant requires support to ensure access to the property is limited to authorised persons in keeping with our guidelines. | Our tenant knows our guidelines and is able to ensure access to the property is limited to authorised persons.  |  |  |
|  | 19.4 | Our tenant needs to be reminded to keep their keys on their person when leaving the property.                                 | Our tenant self-manages and never leaves the property without their keys.   |  |  |
| <b>20. Encouraging social intercourse and undertaking welfare checks on the licensee</b> | 20.1 | Our tenant needs to be encouraged to engage with housemates in communal areas of the property.                                | Our tenant regularly attends house meetings and engages freely with other tenants in communal areas such as the lounge and kitchen.   |  |  |
|  | 20.2 | Our tenant needs help socialising with fellow tenants.  | Our tenant readily engages in friendly chats, befriending and peer support.   |  |  |
|  | 20.3 | Our tenant needs guidance in interacting with support staff and feeling free to raise any issues with them.                   | Our tenant interacts with support staff by raising any issues they may have.  |  |  |
|  | 20.4 | Our tenant requires us to help them engage in at least 10 hours of meaningful activity every week.                            | Our tenant engages in at least 10 hours of meaningful activity week to improve their skills and wellbeing.<br>Activities may include: <ul style="list-style-type: none"> <li>○ Education</li> <li>○ Training</li> <li>○ Volunteering</li> <li>○ Employment</li> </ul> |  |  |
|  | 20.5 | Our tenant needs support to develop their social skills and network for social interaction.                                   | Our tenant has developed their social skills and widened their circle of contacts.  |  |  |
|  | 20.6 | Our tenant has expressed interest in attending church which needs to be facilitated.  | Our tenant has been supported to attend church regularly as requested.  |  |  |
|  | 20.7 | Our tenant needs good neighbourly type support.   | Our tenant is in constant receipt of friendship, help and advice.   |  |  |

|   |       |   |  |  |  |
|---|-------|---|--|--|--|
|   | 20.8  | Our tenant needs support to engage in group activities.   | Our tenant participates in group activities which have helped them develop social skills in a safe and supervised environment. |  |  |
|   | 20.9  | Our tenant needs welfare checks in their accommodation during the day.  | Our tenant reports they are well and happy as confirmed by regular welfare checks in their accommodation during the day.       |  |  |
|   | 20.10 | Our tenant needs non-specialist supervision and monitoring of their health and wellbeing.   | Our tenant reports they are well and happy as confirmed by our supervision and monitoring.                                     |  |  |
|   | 20.11 | Our tenant needs help arranging social events to overcome their isolation.  | Our tenant has overcome their social isolation partly because of the help we have provided in arranging social events.         |  |  |
|   | 20.12 | Our tenant needs help to take the next step towards greater independence from certain support services.                               | Our tenant has obtained greater independence from certain support services.  |  |  |
|   | 20.13 | Our tenant requires us to monitor their interaction with others in the property.  | Our tenant no longer requires us to monitor their interaction with others in the property.                                     |  |  |
|   | 20.14 | Our tenant needs weekly support sessions with us to discuss any issues that may arise.  | Our tenant discusses any issues as they arise in weekly support sessions.  |  |  |
|   | 20.15 | Our tenant requires support workers to be accessible during agreed hours should any issues arise.                                     | Our tenant is accessing support during agreed hours when issues arise.   |  |  |
|   | 20.16 | Our tenant needs informal help to understand triggers that reinforce addictive behaviour and assistance to explore coping strategies. | Our tenant understands triggers of addictive behaviour and can exercise coping strategies.                                     |  |  |
|   | 20.17 | Our tenant has indicated that they would like their housing support officer to help them explore their interests.                     | Our tenant has explored and is now developing their interests.   |  |  |
| <b>21. Arranging social events for the Licensee</b> | 21.1  | Our tenant does not have the skills to arrange social events and therefore requires our support to do so.                             | Our tenant is able to manage their own social life by arranging meetings and events.   |  |  |
|   | 21.2  | Our tenant has a limited network of contacts and requires our assistance to increase their social interaction.                        | Our tenant has a wide network of contacts providing plenty of opportunity for social interaction.                              |  |  |



|  |      |  |  |  |  |
|--|------|--|--|--|--|
| <b>22. Advising or assisting with the resettlement of the Licensee</b> | 22.1 | Our tenant needs our support to be settled before they can be re-settled.  | Our tenant is settled and ready to re-settle so as to live independently in the community.   |  |  |
|  | 22.2 | Our tenant needs support with basic life skills so that they are able to maintain their own home when the time comes.      | Our tenant has developed the basic life skills and residence skills to maintain a home of their own.                               |  |  |
|  | 22.3 | Our tenant needs our support to live independently in the community with a view to eventually moving on.                   | Our tenant has developed sufficient skills and opportunities with our support to resettle and live independently in the community. |  |  |
|  | 22.4 | Our tenant needs us to help them gain access to other services which may result in move-on.                                | Our tenant has gained access to education, training or employment facilitating move-on.  |  |  |
|  | 22.5 | Our tenant needs support to take up opportunities that we recommend to them which could pave the way to resettlement.      | Our tenant has taken up opportunities we recommended and is now able to resettle.  |  |  |
|  | 22.6 | Our tenant needs our specific support to help them arrange entry to job programmes potentially necessitating resettlement. | Our tenant has joined a job programme and is able to resettle.   |  |  |
|  | 22.7 | Our tenant requires us to draw up a resettlement plan when appropriate.  | Our tenant has a resettlement plan to guide them through move-on.  |  |  |
|  | 22.8 | Our tenant needs assistance with moving onto accommodation where less support is required.                                 | Our tenant is empowered to move onto accommodation where less support is required.   |  |  |

## **Section 18: Declarations**

1<sup>st</sup> Support Plan Date:

3 Months Review Date:

6 Months Review Date:

9 Months Review Date:

12 Months Review Date:

Statement:

Nathan Grizzle who is my allocated support worker for Bethel Housing Association has helped Nathan Grizzle to produce this support plan. I can confirm the information provided is accurate and reflects a factual description to the best of my knowledge.

**Tenants Full Name:**

**Signature:**

**Assessment Officers Full Name:**

**Signature:**