

November 2017

ST EDMUND'S CHARITY

REFERRERS AND SERVICE USERS GUIDE

**ST EDMUND'S CHARITY HOUSING SUPPORT &
LIVING RESETTLEMENT PROJECT
87 & 110 CLEMENT ROYDS STREET
ROCHDALE
OL12 6PL**

TELEPHONE: 01706 521448

Email: stedmundscharity@gmail.com

Website: [St Edmunds Charity](http://StEdmundsCharity.org)

**Registered in England No.3303543
Charity No. 1061509**

STATEMENT OF PURPOSE

**We all have a need for positive, constructive change
and personal development in our lives.**

ST.EDMUNDS CHARITY offers a dry house facility for people who are coming to terms with a life without alcohol / illegal substances.

THIS HOUSING/LIVING PROJECT will cater for men and women in the intermediate stages of recovery who have identified the need for a safe, supportive, clean & dry environment – to enable them to identify and address their personal goals.

WITH THE HELP OF THE STAFF and their peers, service users will learn to accept sobriety as a positive life choice – to form positive relationships – to develop personal self esteem via a personal housing/living support plan. Service users are encouraged to further their education, develop craft skills and new hobbies, undertake voluntary work (which could ultimately lead to financial independence) and practice their religious beliefs.

PROJECT AIMS & OBJECTIVES

The prime aim of the Project will be to empower the individual to maximise their full potential, by assisting them to plan an effective, positive and realistic personal Housing/Living support plan, whilst continuing to live alcohol & substance free.

PHILOSOPHY

The supported flat scheme at the Project has been designed to recognise the needs of people with alcohol / substance abuse problems and or mental health issues on the edge of complete autonomy.

Recognising the need for a gradual diminution of supervision and control, the resettlement unit will assist the Service User to develop an effective personal strategy for coping with major life changes.

The transitional period of moving from a Housing Supported Care, or other structured living situation, into independent living is rarely smooth and continuous. For people already in the process of making the transition from alcohol abuse to a clean & sober lifestyle the additional transition of moving on indicates a highly intensified degree of change. All major transitions involve high rates of stress, which can have a direct impact upon the way people react, the way they feel and the way they react.

Encountering major changes, many people experience adaptation problems during the transitional process, often resulting in crisis and in some cases relapse. It is therefore essential that adequate preparation needs to be implemented in order to help strengthen service users for this pre-transitional stage in their life.

Experience has shown that adequate and appropriate resources that offer support can do much to maximise successful integration into independent community living.

POLICIES AND PROCEDURES

In order to ensure that our Project runs to a high and consistent standard we have a number of policies/procedures and rules. These enable us to meet the needs of our service users & to fulfil legal requirements.

Our policies/procedures apply equally to all our service users and because of this certain responsibilities are placed upon service users to comply with these policies/procedures.

The main, policies which do apply to everyone, are as follows:

- SERVICE USERS RIGHTS
- EQUAL OPPORTUNITIES
- CONSULTATION AND COMMUNICATION

- COMPLAINTS PROCEDURE
- DIVERSITY

SERVICE USERS RIGHTS

Service users within our project have the following rights:

- * **THE RIGHT** to receive support appropriate to their individual needs.
- * **THE RIGHT** to be involved in decision making for their Housing/Living Support Plan.
- * **THE RIGHT** to have support staff in place when assisting with this process
- * **THE RIGHT** to have their confidentiality respected on or off the of the Project

EQUAL OPPORTUNITIES

WE ARE COMMITTED to providing a resettlement service for vulnerable adults, who are recovering from alcohol misuse / substance misuse with or without associated mental health problems, which is accessible to all persons who need the service (subject to eligibility & availability) The aims of the Project are determined by the service user's needs.

THE PROJECT WORKS to a diversity and equal opportunities policy, to ensure that all staff and service users alike are welcoming to all our residents and potential residents. The aim of the policy is to make sure that any service user or prospective service user is not treated less favourably because of their nationality, ethnic origin, colour creed, marital status, sexuality, age, HIV/AIDS, religion, political beliefs or trade union activity.

ST EDMUNDS CHARITY Project is located within a building which is denied certain adaptations, therefore persons with serious mobility issues or problems breathing may be unable to access our project. Service users who develop problems during their stay - making living at the project difficult - will be granted specialist assistance to find suitable alternative accommodation.

All members of staff & volunteer, service user and visitor will be expected to follow to adhere to this policy and to make sure that everyone is treated with respect and dignity - so that everyone is made to feel comfortable living at the project. Bad behaviour or remarks which are prejudicial or discriminatory against a service user or member of staff or visitor are totally unacceptable. Any form of harassment whether physical, verbal or suggestive is unacceptable.

We have the right to end a service user's stay at the project if they act in a threatening or aggressive way to other service user's staff or visitors.

CONSULTATION AND COMMUNICATION

We shall notify all service users with the following circumstances when they are needed to be implemented:

- ⇒ **WERE** changes may be need to the licence agreement.
- ⇒ **IF** the rental charges have to change.
- ⇒ **IF** we need to undertake any major repairs.

WE WILL endeavour always try to give at least one month's notice of any major changes.

WE WILL always welcome new ideas and suggestions from service users - and these should be made via a member of the project staff or through the service user group leader or deputy leader.

Suggestions can also be placed in the suggestion box situated in the lower ground floor communal hall of 110 Clement Royds Street.

COMPLAINTS

EVERY SERVICE User has the right to make a complaint concerning conditions at the project or against a member of staff or other Service User if/when applicable.

In most cases any grievance can be resolved within the project. However, it is the right of any Service User who feels it necessary to take a complaint further.

The procedure for making a complaint is displayed on the notice board in the lower ground floor hall of 110 Clement Royds Street - and a copy is within the Service User's Induction Pack.

GENERAL RIGHTS

IN ADDITION TO the previously mentioned information, Service Users have the following general rights:

To be treated with dignity and respect by all members of staff and other service users and their visitors. To enable residents to live in a safe and stable environment and to be listened to individually as well as a group and to be involved in the day to day running of the project and for the service user's opinions to be taken into account. To be allowed to see any documents that we produce about them.

ST. EDMUNDS CHARITY

THE PROJECT IS an extended support Housing/Living Resettlement unit which provides for Men and Women whose lives have been impaired by alcohol / substance misuse, who are now alcohol & substance free and who have an identified need for longer-term support to enable them to successfully return to independent community living.

THE PROJECT IS sited within a pair of period two storey one bed roomed flat conversion schemes opened by Neil Kinnock MP in 1987, which are both centrally heated & double glazed with communal facilities. The buildings are located within easy reach of local amenities, Rochdale Town Centre & Bus/Tram Station and a short train/ bus ride away from Hollingworth Lake Country Park and Littleborough Township. Falinge Park & Healey Dell Nature Reserve which are close by for leisurely walks and recreation

ST EDMUNDS PROJECT offers 14 self contained one double bed roomed, comfortable fully furnished flats, all kitchens have fitted cupboard units cooker, fridge, utensils and crockery. Bath/shower w/c & fully furnished lounge. To the lower ground floor there is a large communal lounge & a study room with computer facilities with internet connection provided. There is also a combined well equipped communal kitchen / dining room and a separate laundry facility / utility room. In addition there is also a games leisure room with pool table & music system.

PLEASE NOTE: It has not been possible to provide full disabled access. We are therefore unable to offer our service to people who would need the facility of a lift to individual accommodation.

THE HOUSING/LIVING RESETTLEMENT PROGRAMME

THE PROGRAMME HAS been tailored to encourage people to explore fully the wide range of independent living skills. This would include not only accommodation but also education, employment, recreational, vocational and inspirational needs.

ON ENTERING THE PROJECT service users assisted by staff will be encouraged to draw up a Personal Housing/Living Support Plan, the aim of which will be to identify the particular areas of advice and guidance which he / she would require to prepare for independent living. Although please note that there is no limit on the length of stay at St Ed's for those who comply with all Policies & Procedures

In order to facilitate the above advice is available to service users such as:

- ~ **Budgeting**
- ~ **Home hygiene**
- ~ **Use of time**
- ~ **Educational / employment advice centres**
- ~ **Health care**
- ~ **Leisure**
- ~ **Voluntary work**

Additional to the above, service users will be able to review their progress regularly with a staff member who will help each service user to update their housing/living support plan. Support plans will be internally monitored at three monthly intervals by the Project Manager and / or Principal.

SERVICE USER ELIGIBILITY CRITERIA

THE HOUSING/LIVING PROJECT will be most suitable for men and women who have identified a need for longer-term support. These are probably people who, although tending to do well in the treatment units, are not confident enough when moving into independent living. They would be persons who require housing/living related support & who may have, for example:

- ~ spent time in a homeless situation
- ~ have little or no family support
- ~ have had little or no experience of practical and emotional stability
- ~ have been unemployed for long periods of time

Prospective service users would need to:

- ~**Be** eligible to claim Housing Benefit unless self funding
- ~ **Be** completely alcohol and substance free for a minimum of thirteen weeks before admission (6 weeks before an assessment can be carried out)
- ~ Have a commitment to ongoing abstinence
- ~**Be** willing to sign a Licence Agreement, which is a legal binding document which includes an agreement to maintain total abstinence throughout their stay at the Project
- ~**Be** willing to action a Housing/Living Support Plan

REFERRALS

We accept referrals from any source but all prospective service users are required to undergo an assessment by a member of the project staff and prospective service users will be required to attend one Service Users House Meeting prior to being offered accommodation at St Edmunds Charity Project.

Referrals can be made by telephone, in person or in writing to the project.

It is also possible to arrange an informal visit to the project if required.

FINANCIAL INFORMATION

SERVICE USERS WILL be assessed by Housing Benefit for their entitlement.

SERVICE USERS RETAIN the whole of their DWP benefit entitlement but are then responsible for the financial upkeep of their flat as in utilities, rent contribution (if applicable), council tax (less any entitlement to council tax support), food and personal living requirements.

HELP WITH THE ABOVE WILL BE AVAILABLE FROM OUR STAFF TEAM.

CONDITIONS OF RESIDENCY

1. **ON ENTRY**, the Service User will be required to sign the Licence Agreement, which is a legally binding document and have been alcohol & substance free for a minimum of thirteen weeks.
2. **BE AGED** over 21 years (no upper age limit).
3. **FOR MOST PEOPLE** who have chosen to stop drinking / abusing substances, the need for some time in a safe environment is very important. Safety in this context means an alcohol and substance free environment, and because of this St Edmunds Charity operates a strict dry / clean rule. Service users who drink alcohol or use illegal drugs will be asked to leave immediately. If the staff team suspect that a service user might be drinking or using drugs or has taken unprescribed medication (or abused prescribed medication) immediately that an incident is discovered - the staff may be required to search your flat. This may feel harsh – but you need to understand that the safety and well being of all our residents has to take the highest priority. If you feel safe you will be able to work on your sobriety needs.

MOVING ON

During their/your stay and prior to moving on, service users will be encouraged to become part of external / community support groups. There is also a Service User self help group which is held weekly on Fridays at the Project and ex service users are welcome to attend after they leave our accommodation based service. Ex service users who attend this group must continue to be alcohol & substance free and could be subject to testing.

If you require any further information please contact us. Or alternatively if you would like to arrange a visit to the project the staff will be happy to receive you.

ADDENDUM

Please note we are included on NACRO's EASI DATABASE (Easily Accessible Service Information), which is used by the Probation Service in England and Wales when assisting offenders with resettlement issues. We are also included on NACRO's resettlement service finder (go to rsfinder.info on the internet).

We can accept recovering alcoholics / substance abusers upon their release from prison, subject to there being a flat available for them (which **cannot** be guaranteed to anybody) and subject to the following conditions:

As with any other prospective service users, prisoners are required to undergo an assessment and they must be six weeks alcohol & substance free before they can have an assessment. It is preferable that the assessment is undertaken at the premises, St Edmunds Charity, in order that the prospective service user can view the project. All prospective service users *must* be alcohol & substance free for thirteen weeks before they can be offered accommodation at St Edmunds Charity.

If taking up a flat at St Edmunds Charity as a *newly released* ex prisoner then the newly released ex prisoner *must* be receiving some sort of support / back up from a probation service or be in regular contact with another relevant agency.

Whilst serving a custodial sentence the prospective service user *must* have attended an alcohol / substance awareness education course.

Please also note that we cannot usually accept convicted arsonists or convicted serious sex offenders.