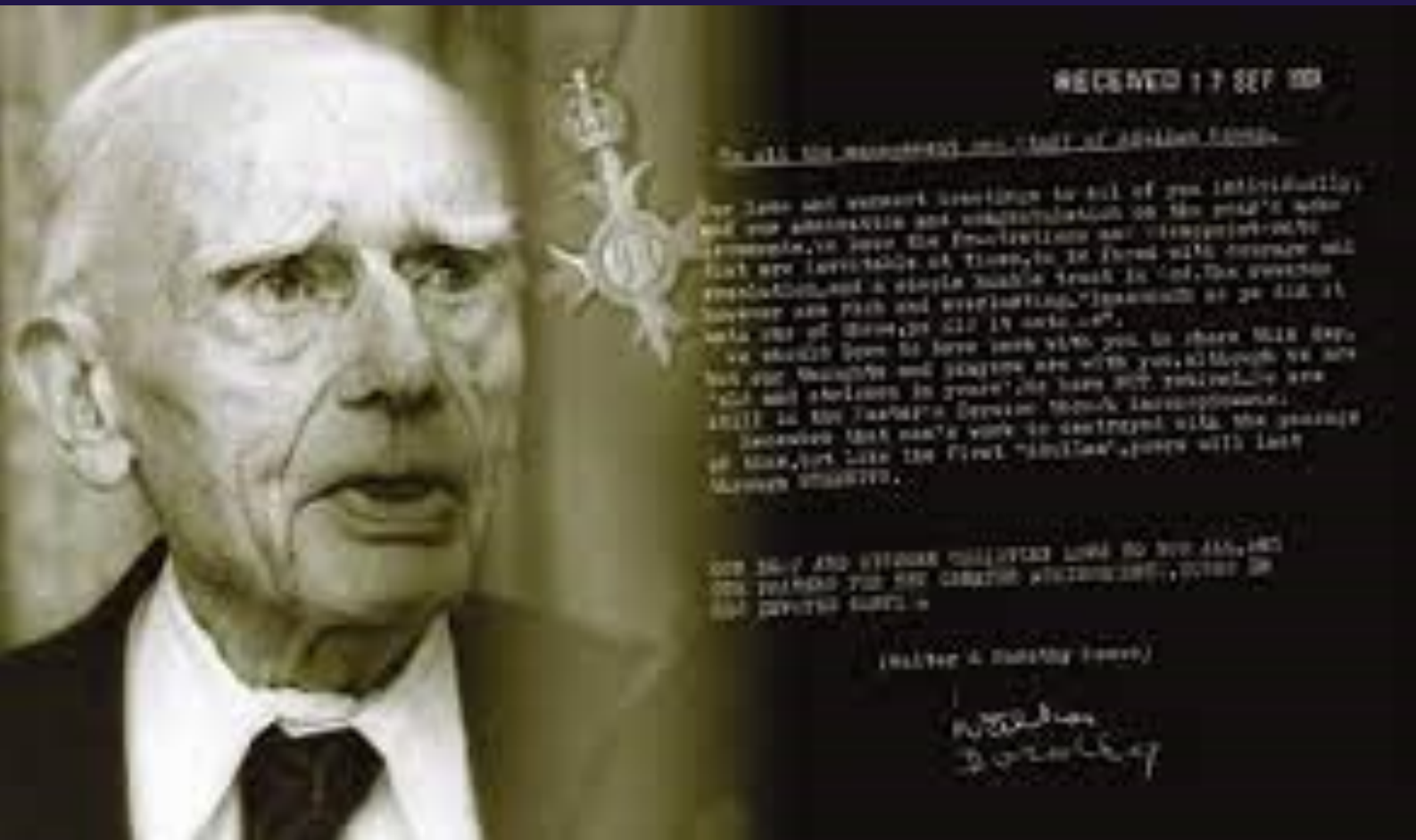


Floating Support handbook



Adullam
Homes Transforming Lives

Croeso—Welcome



Welcome to Adullam Homes Housing Association Limited

This handbook provides information for citizens for whom we provide floating support.

We hope you find it useful.

It is your responsibility to read the handbook. Please ask any questions you have about it.

If you require it or any part of it in another language, please let us know.

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Huge thank you to the tenants, Corey Hycz, Rebecca, Leah Wright and Gareth O'Toole that got together at the feedback forum to scrutinise the old handbook. This new handbook has tried to incorporate their suggestions to make it more user-friendly.

Adullam Homes Housing Association Limited

is an organisation based on Christian Values; we are “not for profit” meaning we reinvest any surpluses back into our work.



We provide housing and support services to over a 1000 people per year with our social enterprise, providing further support to residents and service users through training and employment opportunities.

Our Mission Statement – Restoring hope and dignity through quality housing, support and social enterprise.

Origins of Adullam – Adullam was founded in 1972 by Walter Moore MBE.

He developed the concept of Adullam, to “offer a home where residents can renew their self-respect and re-establish themselves in society”. The first house in Birmingham was bought with Walter’s own money.

Values and Behaviours

Adullam was formed for the benefit of the community by the late Walter Moore, as an expression of his Christian faith. Our values at Adullam, and the expected behaviours that flow from them, were developed by the Board, tenants, residents and service users, and staff.

Our values are:

- **Valuing the Individual**
- **Integrity and Fairness**
- **Striving for Excellence**

Board Members are guardians of the Association's values. It is essential for the culture and well-being of the Association that the values are lived out in practice because they impact upon the way that we behave towards one another, our tenants, residents and services users, and other stakeholders (commissioners, partners, suppliers, and friends of Adullam).

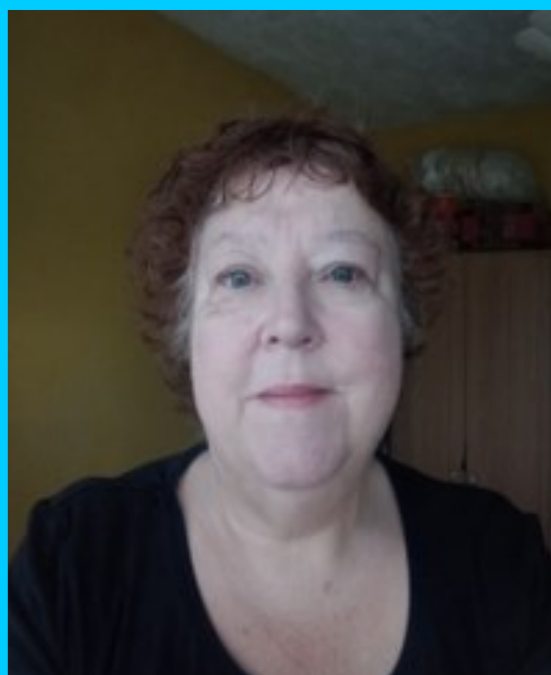
Our Team



Rebecca Atherton –
Property Services &
Operational Manager
07884114131



Joanne Jackson – Team
Leader
07920592994



Jan Evans Learning &
Engagement Coordinator
07458050955



Michael Tarry – Maintenance &
Void Operative

Our Team



Cathal Hamill Tenancy &
Sustainment Officer
07773483046



Melanie Desmond - Service
Coordinator
07973848754



Lisa Pendlebury - Service
Coordinator
07458050956



Neve Cunnah - Service
Coordinator
07813430312

Equality and diversity statement

Adullam provides housing, support, training and employment to a wide variety of individuals and communities. We are committed to ensuring that we do not discriminate against or disadvantage any resident, service users, trainees (customers), staff volunteers or contractors.

If anybody feels that they have been treated unfairly by Adullam, its staff or contractors and is unsure of how or to whom to report this, please contact our **Head office on 0121 500 2828** and speak in confidence to our Head of Human Resources.



As part of our Floating Support service, we work with citizens to help with –

- **Accessing Benefits/ sources of income**

We can support with a Benefits review to make sure you are on the correct Benefits and amounts. We can support to claim Universal Credit and give advice around attending Job Centre appointments. We also support with Personal Independence Payment (PIP) claims and PIP reviews and mandatory reconsiderations. You may also be entitled to things you're not aware of and we have a wealth of knowledge on this.

- **Budgeting**

We are able to look at your income and expenditure to enable you to plan for the month ahead. This is often a requirement for private landlords to show if you can afford the rent. Budgeting can also help you to save.

- **Debt Advice**

We all have debt but sometimes it can mount up and we can struggle to pay it. We can offer non-judgemental, impartial advice on how to deal with this. We can support setting up payment plans, addressing CCJs (County Court Judgements). We can also refer you on to specialist services such as step change, CAB etc. for further support.

- **Renting – advice around being a good tenant and a tenancy course**

We support many people looking for a property, we can help with registering at estate agents and how to apply for a property. We can refer you to other agencies that help with a deposit or a bond. We offer the chance to do a course on managing a tenancy well, which can be a benefit to you when speaking with a landlord. We also support with claiming Housing Benefit and Council Tax Benefit. Once a property is sourced, we can help with getting white goods, furnishings, changing of address and setting up utilities.

- **Accessing employment, training and volunteering**

If you are looking for work or want to do some volunteering we work with partner agencies that you can access to support with returning to the jobs market or giving something back to the community. We also offer volunteering opportunities in our garden for those that enjoy being outdoors.



- **Accessing utilities and social tariffs**

In the current cost of living crisis we all find ourselves in, every penny counts. We can support with making sure you are on a tariff that suits your needs. We can look for example to make sure you are on the correct Welsh Water tariff; many people don't realise they could claim a lower tariff.

- **Dispute resolution/ mediation**

We are able to offer mediation or conflict resolution between yourselves and others when there's a family breakdown or a landlord issue. Our aim is to provide a safe place to air grievances for all parties to help build a relationship back up.

- **Signposting to other specialist services (e.g. DASU, SMS, CMHT)**

Although we are not specialists in everything, we know of services that are and we can support with referrals and attending meetings, should you require us to do so.

- **Advocacy**

There are times in our lives where we may feel overwhelmed and that our voice is not being heard. On these occasions we can be your voice and advocate on your behalf with other services and professionals.

Our Learning and Engagement Coordinator (L&E) can offer group sessions as well as one-to-one tutorials on various activities.

As a sheltered housing company we encourage our service users to develop skills that will enable them to move on confidently and independently.

To this purpose we share skills with them such as:

Ready Steady Tenancy — a course to learn about being a good tenant, paying and understanding bills, dealing with landlords and professional services, budgeting and voting.

Ready Steady Cooking – an opportunity to develop existing cooking skills and learning new ones, understanding nutrition, hygiene, healthy eating and shopping.

Ready Steady Gardening – we are developing our communal garden to create a safe space where tenants, residents and service users can come together in a space that is practical and beautiful. We are growing flowers, fruit and vegetables that can ultimately be cooked.



What would you like to achieve in your time with us?

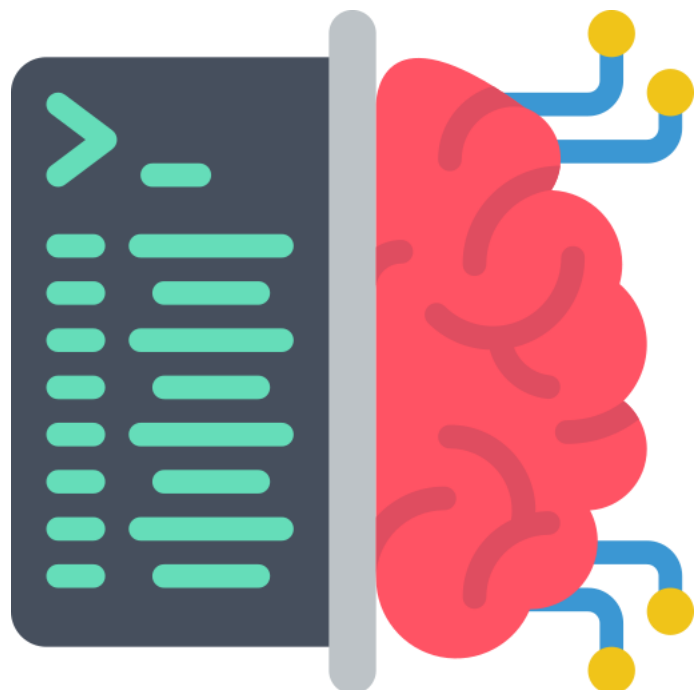
What are your ambitions for the future?

Do you have any hobbies that we can help you pursue?

Also, if you would like any support regarding career goals such as work experience, training or qualifications we can help with those.

Let's see what we can achieve together!

Our L&E Coordinator is always looking for suggestions around activities you would like to see, or you feel you would benefit from, you can discuss these with your Service Coordinator who will happily forward them on.



Getting out and about



As well as our Learning and Engagement activities we offer a host of ways in which you can get involved, get active and even help raise money for us to spend on fun activities.

We are always looking for new ideas and have a weekly get-together, usually on Thursday, to get your feedback and listen to your suggestions.

Citizens have helped with fundraising in the past, which has been great fun. Running a stall at the Rhyl Carnival and attending the Rhyl Air Show are examples of ways we have done this.

Craft sessions offer a way to learn new skills and socialise with others and walk and talk provides a different way of getting to know each other.

We invite citizens to attend housing forums with us where they can share their experiences and really feel they are making a difference for other people like themselves.

The possibilities are endless!

What is empowerment?

This is the way in which Adullam enables its service users by building up skills, confidence and experience so they can have their say.

What is involvement?

Adullam offers its service users many different ways to influence how services are delivered to our clients.

Why is it important?

Adullam's values mean we place a huge importance on listening to you to ensure that our services continually improve.

How do we deliver Empowerment and Involvement?

We do this in as many ways as possible and at different levels across the whole company.

We have a national committee made up of service users which tells Adullam what has been achieved each year.

The committee ensures that everything is achieved.



What is the plan?

The plan has a number of areas in which it expects Adullam to deliver. These are:

- **Information and Communication:** e.g., Regular Newsletters and briefings
- **Consultation:** e.g., Surveys for all starters and leavers
- **Influence and Decision Making:** e.g., Provide local and national information on performance
- **Support, Training and Resources:** e.g., Training and mentoring for active residents and service users

Why should I get involved?

To have some control and say in the service you receive; build up confidence; make new friends; gain new experiences and qualifications; improve the prospect of gaining training courses and employment.

How do I get involved?

You can get involved at whatever level you wish. There are many ways to get involved and sure to be one or two that suit you.

Many people start small and progress through local, areas and national activities gaining experience, skills and knowledge as they go.

The easiest thing to do is speak to staff or contact the Adullam Office, who will put you in contact with the most appropriate person.

Entrance and exit surveys



When you come to Adullam, you will receive a text message on your mobile asking you a small number of questions about your accommodation and the services you have used.

You can pick most of the answers from drop-down lists, so it is very quick and easy to do.

When your tenancy comes to an end, we send you the survey again. This helps us see how you have progressed, and it shows us what we could do better.

Please complete the surveys – it will help Adullam be even better.

We will help and support you in trying to end any abuse you suffer and make sure it does not happen again.

It is important to remember that if you are being abused, it is not your fault.

Please don't worry about telling others that you think you are being abused – it is important that you get help.

Safeguarding policy - Adullam has a Safeguarding Policy that describes the values, principles and how we work to safeguard children, young people and adults. The policy sets the rules for how our staff behave and work.



Compliments, complaints, and suggestions



We like to get compliments and suggestions about how we can work better.

If you want to complain about something, speak to a member of staff. You can ask someone else to speak for you. If your complaint is something we can sort out straight away, we will do.

You can make a complaint in the following ways:

- Speak to any Adullam staff member
- Fill in the form in our complaints leaflet

Fill in the form on the Contact us page on our website

You can ask someone to help you do any of these.

We deal with complaints by following The Housing Ombudsman Service's [Complaint Handling Code](#). This means we do what they say is the best way to deal with complaints.

You can contact the Housing Ombudsman at any time when your complaint is being dealt with to get general advice and

Compliments, complaints, and suggestions



Housing Ombudsman Service

Complaint form: Fill in the [online complaint form](#)

Email: info@housing-ombudsman.org.uk

Phone: 0300 111 3000

Write: Housing Ombudsman Service, PO Box 1484, Unit D,
Preston, PR2 0ET

Website: www.ihos.org.uk

Website: www.ihos.org.uk

If you want the Housing Ombudsman to accept your complaint for a full investigation, you will need to go through all the steps in our complaints process first.

You can find out more information about the

Ombudsman here: www.housing-ombudsman.org.uk.



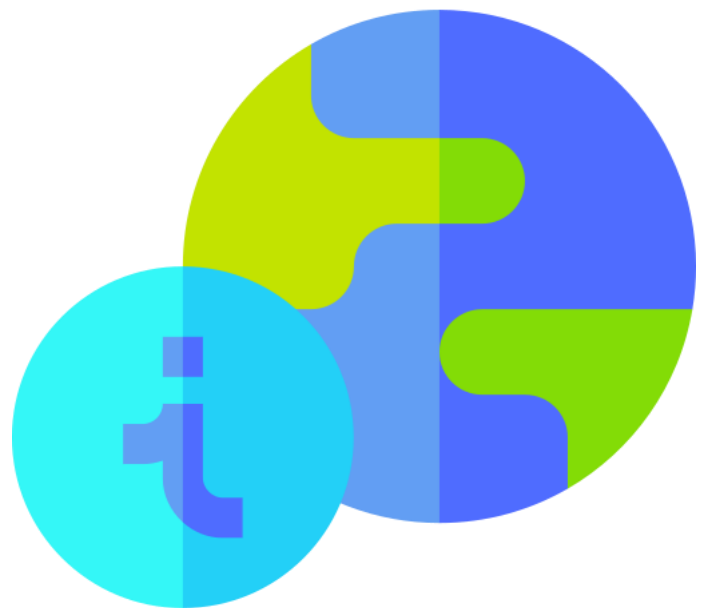
Personal information



Adullam obeys the Data Protection Act and the Tenants' Charter which set out how information is collected, stored and disclosed, so that your privacy and confidentiality are protected.

We have a policy to make sure any information you give us is treated carefully, sensitively and securely. You can find this on our website.

We don't give any of your personal information to other agencies without your written permission, unless we believe that you or others are at risk, you have been involved in a serious crime, or there are concerns about child protection.



Contacting Adullam



Head Office:

Walter Moore House,
34 Dudley Street,
West Bromwich
B70 9LS
Tel: 0121 271 0789
Email: info@adullam.org.uk

Denbighshire service:

17 Westbourne Avenue
Rhyl
Denbighshire
LL18 1EG
Tel: 01745 404 088

In case of emergency

If you require support for a household emergency outside of office hours then you can call for support: 01745 404088



Follow us on Instagram: <https://www.instagram.com/adullamhomesrhyl/>



Facebook: Adullam Rhyl



Gas For emergencies relating to gas escapes, turn off the supply at the mains and telephone Wales and West utilities ----
0800 111 999.

For non-emergency gas repairs, telephone
Liberty Gas ----- --**0330 333 8384.**

Water (24/7) ----- **0800 085 3968**

If you have completely lost your
water supply in your home please contact
Welsh Water ----- **0800 052 0130.**

Non emergency police -----**101**

Non emergency NHS----- **111**

Citizens Advice Rhyl-----**08082787933**

Denbigh-----**08082787933**

D. C. C Monday – Friday 8:30 – 5pm-----**01824 706000**

Evenings and weekends-----**0345 0533116**