



# Support Charter



## Support Charter

This leaflet gives you information about the support that we can give you. It outlines what you can expect from us and what we expect from you. It covers all tenants who are receiving support from Taff in their homes and those who are living in our Supported Housing Projects

### How does support work?

Taff will allocate you a Support Worker who will:

- Work with you to decide what support you need
- Work with you to devise a support plan based on what you need
- Meet with you regularly (usually once a week) at a mutually agreed time
- Assist you to reach your goals
- Help you review your support plan and goals
- Keep notes from every meeting



## What can we support you with?

- Claiming benefits
- Understanding and keeping to your tenancy agreement
- Managing money and debts
- Reporting repairs
- Managing your health
- Developing living skills eg cooking, shopping, cleaning
- Talking to your landlord and other agencies
- Emotional support
- Feeling safe in your own home
- Living in your own home
- Developing confidence to become involved in your community
- Completing forms, paying bills and dealing with letters
- Finding suitable accommodation
- Resettling into a new property
- Accessing employment, education, training or volunteering

## What you can expect from your Support Worker:

- To be clear about what support we can give you
- To treat you with respect
- To be open, honest and courteous
- To respect your right to make your own choices about how you lead your life
- To work with you in a positive way that promotes your independence
- To make every effort to attend appointments on time and to let you know if we are unable to do this.
- Not to discriminate against you (or any person connected to you) on the because of your race, ethnic origin, nationality, gender, beliefs or sexuality
- To protect and respect your right to confidentiality

## Your Support Worker cannot:

- Accept gifts of money
- Do things for you that you can do for yourself
- Lend you money
- Be a taxi service
- Handle your money
- Be a removal service
- Work with you if you are under the influence of alcohol or non prescribed drugs
- Work with you if you are aggressive or violent
- Attend a support session if you have visitors in the room

## What we can expect from you:

- We will help you and support you – BUT we will expect you to work towards doing things for yourself
- To attend appointments arranged or notify us if you are unable to attend
- To do your best to keep meeting times free from visitors: we cannot discuss things with you in front of other people without your permission
- Not to be under the influence of alcohol or drugs
- To treat your support or project worker with respect and not to use inappropriate language or behaviour
- To be prepared to ask us questions about any aspect of the support you receive
- To let us know if you no longer wish to continue support



## Ending Support

You will normally receive support for between 3 -18 months. The Older Persons' Service provides support for as long as you need it.

When you have achieved your goals and are able to do things for yourself, you will need less support. Your support worker will discuss with you when and how the support will end. This will normally be a gradual process.

If you are living in temporary accommodation or one of our hostels, you will be given support to find permanent accommodation. When you are offered accommodation you will be given support to move into your new home. If you still need support we will help to arrange this for you.

If you do not keep appointments, we will try to find out why. If you continually miss appointments, we may withdraw the support.



## ■ Having your say

Your views are very important to us because it is only through your views that we are able to know if we are giving people the right service or whether we need to change things

We will listen to and respect your views. Some of the ways you can have your say are by:

- Agreeing your support plans and reviews
- Giving us your views by completing questionnaires
- Talking 'one to one' with your Support worker or project worker or other staff
- Joining resident groups/attending house meetings
- Attending Tenants' Information Panel meetings
- Attending social events
- Taking part in tenant conferences & training days

These are suggestions and may not apply to everyone. If you want any more information please ask your support worker or read our leaflet on 'Getting Involved'.

## **Contacts**

Ty Seren and Ty Haul:	029 20497379
Ty Enfys:	029 20494729
Vale Team:	01446 704309
All other Support Staff:	029 20259169
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**Taff Housing  
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*Partner, Provider &  
Employer of Choice*

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