

Mansfield District Council

Supported Exempt Accommodation Templates and Documents



Templates and Documents

These templates are for advice and support purposes only. You may edit and amend the documents to render them suitable for your group purposes. You must not sell or re-distribute any documents or derivatives thereof.

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Document A -

New Supported Accommodation Provider Questionnaire

1. Company Name:

2. Type of Company and Company No.:

3. If your company is not a Housing Association, have you applied to be one and what was the outcome? If you have no plans to be a Housing Association, please explain why.

4. Registered Address:

5. Contact Name and Email Address:

6. Telephone Number:

7. Supported Accommodation Address

8. Number of Units/Type of unit (e.g. one room with shared facilities)

9. Client Group:

10. Age Range of Tenants Accepted at Property:

11. Name of Developer:

12. Name of Care Provider:

13. Did you determine a need for such accommodation by working with Mansfield District Council Housing Needs Team? Please provide details of contact name.

14. Working to the Government's National Statement of Expectations for Supported Housing, can you confirm that in addition to contacting Mansfield District Council Housing Needs Team, you fully assessed the local demand for supported housing, planned effectively for the required provision and deliver accommodation, which is good quality and value for money? Please provide evidence of this.

15. The government encourages supported housing providers to participate in sector-led accreditation and benchmarking schemes, which demonstrate compliance with standards and are aimed at improving transparency and performance on value for money and quality of housing services. Can you confirm and provide proof if your company/organisation has done this or is in the process of doing so? If you do not intend to take part in any of the above, please explain why.

16. Please confirm why this property was chosen by your organisation to operate as supported accommodation in terms of local amenities, transport links, leisure facilities and what research was carried out.

17. Did either you or the care provider ensure that there are health facilities including GP surgeries and dentists nearby and that they have capacity to take on new patients?

18. What have you considered in terms of the location of your supported accommodation factoring safeguarding your tenants and local residents?

19. Did you research the area statistics for example in terms of crime rates?

20. Please provide a copy of the lease or proof of purchase including price paid and confirm if you negotiated a lower price. If the property has been purchased, please give details of how this was financed including finance company details

21. Have you researched rents for comparable accommodation/schemes and those of general needs housing in Mansfield?

22. Do you have working relationships with existing organisations within Mansfield to give the best outcome for your tenants? This could be links with counselling services, employment support, volunteering organisations etc.? Please give details

23. Does your organisation have strong links with the local community? Please evidence this.

24. Considering Mansfield's diverse population, can you explain how the premises meet tenant's diverse and cultural needs?

25. Please confirm your referral process including who you accept referrals from. Please also provide a copy of your referral form.

26. Are your tenants from Mansfield? If not please give a reason as why you will be accepting referrals from outside this area.

27. How do you determine what type of support is needed for an individual tenant? Who carries out the assessment? Please provide a blank assessment form.

28. Can you provide information on the type of support that is provided, by whom, for how long, how often and how it is funded?

29. How often is the level of support required, reviewed for individual tenants?

30. What considerations are there when deciding accommodation is suitable for an individual tenant?

31. Please give details of the desired outcomes for your tenants stating if this will be their forever home or if it is intended for them to move on to general needs housing. How do you decide if this tenancy is not working for an individual and in what timeframe? Please confirm what steps you take once this has been established.

32. Do you set out in writing what tenants can expect from the standard of their accommodation and the level and quality of the support they will be receiving? Please provide a copy of this.

33. Please provide a case study from a tenant either current or former to show the support they received and the positive outcomes achieved. (please ensure personal information is redacted)

34. Are there systems in place to monitor and improve the quality of support? Please evidence this.

35. Is it mandatory for all tenants to receive support as part of their tenancy? Please provide a copy of the tenancy/licence agreement.

36. Please confirm the type of training staff receive to enable them to assist tenants with support such as with budgeting or welfare benefits.

37. We require the job descriptions and salaries for all of the roles involved within this property, the staff structure, number of hours worked and how many hours per day staff are on site? If workers cover multiple sites, please confirm the geographical area they cover, how many properties they cover and how many tenants they support per site.

38. Please provide a full breakdown of the rent and evidence of how each cost was determined. If costs are averaged out over several properties, please give details of this and explain why this is the case. **Each item listed on the breakdown**

must be accompanied by proof of this cost i.e. contract/invoice and how this cost has been apportioned.

39. Please provide a detailed, quantified breakdown of the Intense Housing Management costs, service charges and care & support costs. We will need to see proof of these costs.

40. If white goods are included in the tenancy, please confirm if these are for individual units or shared, how often they are serviced and how often they are replaced. We will need to see an invoice to evidence the purchase price.

41. Do the white goods become the property of the tenant?

42. Give a detailed explanation of how your core rent figure was determined.

43. Please complete the table below

Type of Room	Number for sole use of one tenant	Number shared by more than one tenant	Number for staff use only
Bedroom			
WC			
Bathroom			
Kitchen			
Living Room			
Dining Room			
Office			
Other (please specify)			

44. Please provide proof of costs for all charges listed on the rental breakdown. This includes insurance, utility charges, maintenance contracts etc. Evidence of these costs must be provided.

45. Can you confirm your process to ensure all charges for external services such as gas safety certification, decorating contracts etc. are competitively priced? Please provide evidence.

46. Please confirm your global annual running costs for this property?

47. What date are you intending to move tenants into this property?

Please answer **ALL** the questions in detail. The completed form and supporting evidence must be returned within one calendar month of the receipt of this form to avoid suspension of benefit.

Mansfield District Council

Document B –Support Plan Template

[Your group name/logo]

Support Plan

[Registration number/charity number]

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This Policy was approved by [(named person within your organisation)]

[Date of implementation]

Support Plan

Initial form to be filed out within the first 4 weeks of moving in date and reviewed every 3 months

Resident Support Plan
Name of Resident: (Insert Resident's name)
Date of Birth: (Insert Resident's Date of Birth)
Address: (Insert Resident's address)

Type of Support Plan:

(Insert Initial or Review)

Support Plan carried out by:

(Insert Staff Name Here)

Date:

(Insert Date)

Support Needs

In the following 10 areas, where would you rate yourself currently using this scale:

1. I need support with this.
2. I need some support with this.
3. I am okay at this stage but may need some support in the future.
4. I am learning and will ask support with this if I need it.
5. I am self-reliant and do not need any support in this area.

Motivation and taking responsibility:

Score:	Support Required:
<i>Using the scale above, rate yourself:</i>	<i>What support, if any, do you require?</i>

Self-care and living skills:

Score:	Support Required:
<i>Using the scale above, rate yourself:</i>	<i>What support, if any, do you require?</i>

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Managing money and administration:

Score: <i>Using the scale above, rate yourself:</i>	Support Required: <i>What support, if any, do you require?</i>

Social networks and relationships:

Score: <i>Using the scale above, rate yourself:</i>	Support Required: <i>What support, if any, do you require?</i>

Drug and alcohol use:

Score: <i>Using the scale above, rate yourself:</i>	Support Required: <i>What support, if any, do you require?</i>

Physical health:

Score: <i>Using the scale above, rate yourself:</i>	Support Required: <i>What support, if any, do you require?</i>

Emotional and mental health:

Score: <i>Using the scale above, rate yourself:</i>	Support Required: <i>What support, if any, do you require?</i>

Meaningful use of time (work and hobbies)

Score: <i>Using the scale above, rate yourself:</i>	Support Required: <i>What support, if any, do you require?</i>

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Managing tenancy and accommodation:

Score: <i>Using the scale above, rate yourself:</i>	Support Required: <i>What support, if any, do you require?</i>

Offending:

Score: <i>Using the scale above, rate yourself:</i>	Support Required: <i>What support, if any, do you require?</i>

Goals for the next three months: What would you like to be working towards over the next three months?

Goal:	Action to take to achieve this goal:

We gather information to identify if our services meet your needs; prove what we need to do and who we support. Some of this information may be sensitive but will be stored securely and be treated as confidential. However, we may share your information with supporting agencies and local authorities in order to support you.

I understand this statement and consent to it; I also confirm that the information provided in this assessment form is true, accurate and can be used as part of (Insert Provider name) assessment process.

Singed (service user)	Date:

Singed (staff member)	Date:



Mansfield District Council

Document C –Risk Management Policy Template

[Your group name/logo
]

Risk Management Policy

[Registration number/charity number]

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[Date of implementation]

CONTENTS

1. Purpose
2. Risk identification
3. Review process
4. Risk management
5. Handling changes in risk
6. Staff training
7. Authorisation

Risk Management Policy for Vulnerable Individuals in Supported Housing

1. Purpose:

The purpose of this Risk Management Policy is to outline procedures for identifying, assessing, and managing risks associated with vulnerable individuals residing in supported housing. It aims to ensure the safety and well-being of both residents and staff members.

2. Risk Identification:

Risks will be identified through Referrals, Support Plan, Assessment Process, regular support and liaising with other known agencies who are known to the resident. reviews and will be reviewed (ideally every 3 months or when the risk changes) All risks will be recorded on a separate risk assessment document, that will be shared with the resident. The only time this information will not be shared is if by doing so will increase the risk.

Risks may include but are not limited to self-harm, substance abuse, aggression / harm towards others, vulnerability to exploitation, etc.

3. Review Process:

Risks will be reviewed:

Upon intake

Every three months as part of the individual's care plan review

Following any significant change in circumstances

After any incident or near-miss event

4. Risk Management:

The risk assessment document will include how those risks will be managed whilst in supported accommodation and what to do is there is an escalation of risk. The risk assessment will include:

Implementing appropriate supervision and monitoring protocols – Staff will visit residents deemed High Risk every **xxxxx**, medium risk every **xxxx** and low risk every **xxxx**.

Providing access to counselling, therapy, or support services

Implementing behaviour management strategies

Immediate response to any emergent risks or incidents

Reporting incidents promptly to designated personnel

Implementing crisis intervention techniques as needed

Liaising with relevant external agencies such as mental health services, social services, and law enforcement when necessary

5. Handling Changes in Risk:

Any changes in identified risks will be promptly communicated to relevant staff members.

The risk management plan will be updated accordingly, and necessary adjustments will be made to ensure effective management.

6. Staff Training:

All staff members will receive comprehensive training on:

Identifying and assessing risks

Implementing risk management strategies

Responding to incidents effectively

Communicating and collaborating with external agencies

Training will be provided upon hire and regularly through ongoing professional development programs.

7. Authorisation:

The risk assessment and management plan for each individual will be signed off by:

The resident.

The individual's assigned keyworker or support worker

The designated risk management coordinator or supervisor

8. Policy Review:

This Risk Management Policy will be reviewed annually or more frequently if deemed necessary to ensure its effectiveness and compliance with relevant regulations and best practices.

9. Compliance:

All staff members are expected to adhere to this policy and its procedures at all times.

Name	Signed	Date

Document D – Safeguarding Policy Template

|Your group name/logo. |

Safeguarding Children and Young Adults Policy

|Registration number/charity number |

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This Policy was approved by |(named person within your organisation)|

|Date of implementation |

Contents

1. Purpose of this Policy/Procedure
2. Safeguarding is everyone's responsibility
3. Types of Abuse
4. Behaviour Code
5. Upholding this code
6. The role of staff and volunteers
7. Procedure

1. Purpose of this Policy

Following this code will help to protect young people and adults from abuse and inappropriate behaviour. It will also help staff and volunteers to maintain the standard of behaviour expected of them and will reduce the possibility of unfounded allegations of abuse being made against them.

2. Safeguarding is everyone's responsibility

Everyone has the right to live their life free from violence, fear and abuse; all adults and children have the right to be protected from harm or exploitation. Adults have the right to independence, which may involve a degree of risk. Sometimes people are not able to enjoy these rights.

If a person is seen as vulnerable or isolated within the community, there are some people who may take advantage of them or cause suffering and harm to them. A vulnerable adult is a person who is in need of extra support because they are elderly or have a learning disability, physical or sensory impairment or mental health difficulty and who is, or may be, unable to take care of themselves or unable to protect themselves against harm.

Critical to the vision of the Care Act 2014 is that the care and support systems work to actively promote wellbeing and independence, and does not just wait to respond when people reach a crisis point. It is essential that all colleagues proactively intervene at an early stage to minimise the potential chances of an adult at risk becoming vulnerable to exploitation, abuse or harm.

3. Types of Abuse defined by the Care Act 2014

Physical Abuse – including Assault, Hitting, Slapping, Pushing, Misuse of Medication, Restraint, inappropriate physical sanctions.

Domestic Violence - including psychological, physical, sexual, financial, emotional abuse, so called “honour” based violence.

Sexual Abuse – including Rape, indecent exposure, sexual harassment, inappropriate looking or touching, Sexual teasing or innuendo, Sexual photography, Subjection to pornography or witnessing sexual acts, Sexual assault, Sexual acts to which the adult has not consented or was pressured into.

Psychological Abuse - Including emotional abuse, threats of harm or abandonment, deprivation of contact, humiliation, blaming, controlling, intimidation, coercion, harassment, verbal abuse, cyber bullying, isolation or unreasonable and unjustified withdrawal of services or supportive networks.

Financial or Material Abuse – Including Theft, Fraud, Internet scamming, Coercion in relation to an adult's financial affairs or arrangements, including in connection with wills, property or inheritance or financial transactions.

The misuse or misappropriation of property, possessions or benefits.

Modern Slavery – Encompassing Slavery, Human trafficking, Forced labour and domestic servitude.

Traffickers and slave masters using whatever means they have at their disposal to coerce, deceive and force individuals into a life of abuse, servitude and inhumane treatment.

Discriminatory Abuse - Including...Harassment, Slurs or similar treatment because of:

Race, Gender and gender identity, Age, Disability, Sexual orientation, Religion.

Organisational Abuse - Including neglect and poor care practice within an institution or specific care setting such as a hospital or care home, or in relation to care provided in one's own home. This may range from one off incidents to on-going ill-treatment. It can be through neglect or poor professional practice as a result of the structure, policies, processes and practices within an organisation.

Neglect and Acts of Omission – Including ignoring medical, emotional or physical care needs, failure to provide access to appropriate health, care and support or educational services.

The withholding of the necessities of life, such as medication, adequate nutrition and heating.

Self Neglect - This covers a wide range of behaviour including neglecting to care for one's personal hygiene, health or surroundings and includes behaviour such as hoarding.

4. Behaviour Code

your group name behaviour code when working with and safeguarding adults,

This behaviour code outlines the conduct expected of staff and volunteers from **your group name**, and staff from other organisations who engage with children and adults through **your group name** and its activities. It is advised all staff and volunteers take a safeguarding training course.

5. Upholding this Code of Behaviour

All members of staff and volunteers are expected to report any breaches of this code to **(name of person or name of role that breaches should be reported to)** under the whistle-blowing procedure or, if necessary, under child protection procedures or adult safeguarding procedures.

Staff and volunteers who breach this code of behaviour may be subject to your group name's disciplinary procedures. Any breach of the code involving a volunteer or member of staff from another agency may result in them being asked to leave **your group name**.

Serious breaches may also result in a referral being made to a statutory agency such as the Police, the Local Authority Children's Social Care department and/or the Independent Safeguarding Authority.

6. The role of staff and volunteers

When working with young people and adults for **your group name** all staff and volunteers are acting in a position of trust. It is important that staff and volunteers are aware that they may be seen as role models by young people and adults and must act in an appropriate manner at all times.

Your group name safeguarding Lead is;

Insert name here include their phone number.

When working with young people and adults, it is important to:

- Operate within **your group name's** principles and guidance and any specific procedures;
- Follow the **your group name's** child protection policy and e-safety policy and procedures at all times;
- Listen to and respect young people and adults at all times; avoid favouritism;
- Treat young people and adults fairly and without prejudice or discrimination;
- Value and take young people's and adults (service users) contributions seriously, actively involving young people's and adults in planning activities wherever possible;
- Ensure any contact with young people and adults is appropriate and in relation to the work of the project;
- Always ensure language is appropriate and not offensive or discriminatory; follow the e-safety policy and report any breaches;
- Provide examples of good conduct you wish young people and adults to follow;
- Challenge unacceptable behaviour and report all allegations/suspensions of abuse;
- Be close to where others are working. If a young person specifically asks for or needs some private time with you, ensure other staff should know where you and the young person are;
- Respect a young person or adults right to personal privacy;

- Encourage young people and adults to feel comfortable and caring enough to point out attitudes or behaviour they do not like;
- Recognise that special caution is required when you are discussing sensitive issues with young people or a vulnerable adult.
- Recognise that special caution is required when you are discussing sensitive issues with adults with a learning disability or mental health issue.

You must not:

- Be unapproachable or make any young person or adult feel that they can not divulge information to you or report concerns and or abuse.
- Develop inappropriate relationships such as contact with children and adults that is not a part of the work of **your group name** or agreed with the manager or leader;
- Conduct a sexual relationship with a child, young person or adult and indulge in any form of sexual contact with a child, young person or adult. Any such behaviour between an adult member of staff, volunteer, a child or adult using the services of **your group name** represents a serious breach of trust on the part of the staff member or volunteer and is not acceptable under any circumstances and could result in criminal proceedings.
- Let children and adults have your personal contact details (mobile number, home address, social media information);
- Make sarcastic, insensitive, derogatory or sexually suggestive comments or gestures to or in front of young people and adults;
- Act in a way that can be perceived as threatening or intrusive;
- Make inappropriate promises to children, young people and adults, particularly in relation to confidentiality;
- Jump to conclusions about others without checking facts; either exaggerate or trivialise child or adult abuse issues;
- Rely on your reputation or that of the organisation to protect you.

7. Procedure

If a resident reports a safeguarding issue or concern, the member of staff should listen and not promise confidentiality to them in case this needs to be further reported to other agencies.

In an emergency call 999 and ask for emergency services.

All safeguarding incidents should be recorded on (your group name) recording systems and if need be the issue discussed with line management or safeguarding lead within 24 hours of the issue being raised.

If the concern is considered a safeguarding issue, then this should be reported to the Local Authority Safeguarding team.

Any referrals completed should be noted on (your group name) recording systems and any follow up work done in conjunction with the safeguarding teams and any multi agency meetings that may be involved with the resident.

Name	Signed	Date

Mansfield District Council

Document E – Health & Safety Policy Template

[Your group name/logo.]

Health and Safety Policy

[Registration number/charity number]

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This Policy was approved by [(named person within your organisation)]

[Date of implementation]

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2. Responsibilities
3. Risk assessment
4. Training and information
5. Safe work practices
6. Incident reporting and investigation
7. Emergency procedures
8. Monitoring and review
9. Consultation and participation
10. Resources and support
11. Compliance

1. Policy Statement:

[Your organisation] is committed to providing a safe and healthy work environment for all employees, contractors, visitors, and other stakeholders. We recognize our legal obligations under the Health and Safety at Work etc. Act 1974 and other relevant UK legislation to ensure the health, safety, and welfare of our workforce.

2. Responsibilities:

Management: [Specify management responsibilities for health and safety, including allocation of resources, supervision, and monitoring.]

Employees: [Specify employee responsibilities for health and safety, including compliance with policies and procedures, reporting hazards, and participating in training.]

3. Risk Assessment:

[Your organisation] will conduct regular risk assessments to identify hazards, evaluate risks, and implement control measures to mitigate risks to health and safety. This is in accordance with the Management of Health and Safety at Work Regulations 1999.

4. Training and Information:

[Your organisation] will provide appropriate health and safety training and information to employees to ensure they understand their roles and responsibilities, hazards in the workplace, and safe work practices. This complies with the Health and Safety (Training for Employment) Regulations 1990.

5. Safe Work Practices:

Employees must adhere to safe work practices and procedures as outlined in [your organisation]'s health and safety policies and procedures.

6. Incident Reporting and Investigation:

Employees are required to report all incidents, accidents, near misses, and hazards to management immediately. [Your organisation] will investigate incidents thoroughly and take corrective actions to prevent recurrence. This complies with the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR).

7. Emergency Procedures:

[Your organisation] will establish and communicate emergency procedures to ensure a prompt and effective response to emergencies such as fire, evacuation, and first aid.

8. Monitoring and Review:

[Your organisation] will regularly monitor and review its health and safety performance to ensure compliance with legal requirements and continuous improvement.

9. Consultation and Participation:

[Your organisation] will consult and involve employees in health and safety matters through regular communication, consultation, and representation through safety committees or representatives, as required by the Health and Safety (Consultation with Employees) Regulations 1996.

10. Resources and Support:

[Your organisation] will allocate adequate resources and support to implement and maintain effective health and safety management systems.

11. Compliance:

[Your organisation] will comply with all relevant health and safety legislation, standards, and industry best practices.

Name	Signed	Date



Mansfield District Council

Document F – Domestic Abuse Policy Template

Registration number/charity number

Your organisation's name/logo.

Domestic Abuse Policy

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Date of implementation



Keeping People Safe from Harm and Domestic Abuse

Contents

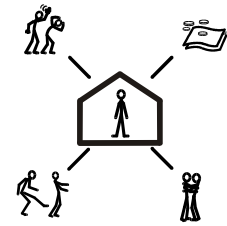
- 1. Policy summary**
- 2. Definition of Domestic Abuse**
- 3. Access to support**
- 4. How we hold perpetrators to account**
- 5. Review of policy and feedback**
- 6. Equality statement**
- 7. Legislation and guidance**

1. Policy Summary:

Please note this policy covers all customers, residents, tenants and service users.

- We believe that no person should live in fear of violence or abuse.
- This policy sets out our commitment to dealing with domestic abuse, supporting survivors and holding perpetrators of domestic abuse to account.
- It sets out our core aims, values and principles and outlines how we will ensure survivors are seen, heard and believed without judgement.
- It explains how we can support you and how we will work in partnership with other agencies to ensure your needs are met.
- We have a zero tolerance approach to domestic abuse and we will listen to your views when deciding on the best course of action.

2. Definition of domestic abuse (link to full government definition)



<https://www.legislation.gov.uk/ukpga/2021/17/part/1/enacted>

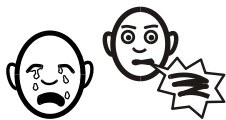
Domestic abuse is defined as any of the following:



Physical abuse can include: hitting, punching, kicking, slapping, hitting with objects, pulling hair, pushing or shoving, cutting or stabbing, restraining, strangulation, choking.



Sexual abuse can include: rape and coerced sex, forcing a victim to take part in unwanted sexual acts, refusal to practice safe sex or use contraception, threatened or actual sexual abuse of children.



Violent, threatening behaviour, psychological, emotional or other abuse.

This can leave you with little confidence to change your situation, or that you are powerless to take any action to improve your life, or the lives of your children. This can include Isolating you and not allowing you to see friends or family, or go anywhere on your own, using threats – threats to kill family, children, friends, or pets, or to find you if you were ever to try and leave, putting you down – humiliating, embarrassing or undermining you in front of others.



Economic abuse can include controlling money and bank accounts, making you tell them everything you spend, running up debts in your name, allowing you no say on how you spend your money, refusing to allow you to work.



Discriminatory abuse is motivated by an oppressive and discriminatory attitude towards a person's: Disability, Physical appearance, Learning disability, Mental ill health, Sensory impairment, Race, Religion, Gender/gender identity, Age, Culture, Sexual orientation, Appearance.

- **Controlling or coercive behaviour** underpins domestic abuse and is explained as a range of purposeful behaviours including intimidation, isolation, emotional abuse and manipulation. These behaviours are used in order to achieve power and control in an abusive relationship and reinforce the threat or reality of physical abuse
- Modern day slavery, coercive control, so called honour-based violence, forced marriage and female genital mutilation.
- It doesn't matter whether the behaviour consists of a single incident or part of an ongoing pattern of behaviour.
- For the definition and policy to apply, both people must be aged 16 or over and personally connected. Personally connected is defined as people who:
 - are married to each other
 - are civil partners of each other
 - have agreed to marry one another (whether or not the agreement is still in place)
 - have entered into a civil partnership agreement (whether or not the agreement is still in place)
 - are, or have been, in an intimate personal relationship with each other
 - are, or have been, parents of the same child or children
 - are relatives.

Children aged under 18 are also recognised as survivors in their own right if they see, hear or experience the effects of the abuse or are related to the survivor or the perpetrator.

Domestic abuse is a gendered crime which is deeply rooted in the societal inequality between women and men.

Any woman can experience domestic abuse regardless of race, ethnic or religious group, sexuality, class, or disability, but some women who experience other forms

of oppression and discrimination may face further barriers to disclosing abuse and finding help.

We recognise that men can also be victims of domestic abuse, however, these experiences disproportionately affect women and girls, who are targeted because of their gender.

3. Access to support:

- We will provide an environment that is safe and encourages everyone to report incidents of domestic abuse and to be given the right advice first time, every time.
- We will ensure all support offered is based on individual need and ensure our services are inclusive and accessible.
- You will be informed what data will be stored, your right to access this data and reasons why this data might be shared to safeguard.
- We will do all we can to ensure you and your family are safe and protected.
- We will listen to you, support you, and believe you without judgement and not make any assumptions about your experiences.
- We will listen to what you need and want, respect your choices, support and empower you to make decisions about your safety and housing security.
- We will give you a voice as we recognise that survivors are the expert in their experiences, and we will use this knowledge to inform the development, delivery and improvement of our services and embed good practice.
- We will be open, honest and transparent with you at all times.
- We will use language that is empowering and take the onus of the abuse away from you.
- We will give you your options so you can make an informed decision on what you want to happen. If we are concerned about your safety and/or the safety of your children, we will discuss with you our duty to take this further with or without your consent.
- We will respect and maintain confidentiality, privacy and security of your personal information unless there is a safeguarding concern which we will discuss with you first.
- We will discuss your housing and tenancy options with you and will make every effort to ensure that a safe environment is provided, and we will work alongside specialist agencies to provide advice and assistance.
- We recognise that no single agency can tackle domestic abuse and all agencies may hold information that could be crucial to survivor safety. We will work in partnership and share information as appropriate to maximise safety.

4. How we hold perpetrators to account

- Recognise survivors are never responsible for domestic abuse
- We will take away any responsibility put on you by using empowering language and ensure we do not 'victim blame' in our terminology. For example: Not saying why doesn't she leave but instead using terms like why doesn't he stop abusing.
- We will take action to minimise the safety concerns and risks posed by the perpetrator whilst working alongside the survivor and considering their views, opinions, what they want to happen and the best way to manage risk.
- We will explore options safely including:
 - Signpost perpetrators to agencies who can offer them support if they acknowledge their behaviour, want to change, and consent to a referral being made.

We understand not every survivor will want to end their relationship or will want us to take enforcement action against the perpetrator. We will therefore, manage risk and ensure that as many safeguards are in place as possible.

5. Review of policy and feedback

The policy will be reviewed every three years or if there are significant changes in legislation or local policy, to ensure that it is effective and identify any changes that need to be made.

We value the views of our customers, and we'll listen to feedback and use it to improve the way in which we work when dealing with domestic abuse and reviewing policies and procedures.

6. Equality Statement

We acknowledge that domestic abuse can occur in all areas of society. We also recognise that some people may face additional barriers and issues in seeking help because of their ethnic background, religion, age, sexual orientation, disability or gender which might make them feel particularly vulnerable when talking about their situation. We will assess need individually and ensure services are inclusive and accessible.

This includes ensuring our venues are accessible, using correct pronouns and offering workers of the same gender, race where possible. We will also discuss referrals to by and for services including specialist domestic abuse services and LGBT+

7. Legislation and guidance

- Adoption and Children Act 2002

- Anti-social Behaviour, Crime and Policing Act 2014
- Care Act 2014
- Children Act 1989 as amended 2004
- Children and young people's Act 2008
- Crime and Disorder Act 1998
- Crime and Security Act 2010
- Data protection Act 2018
- Domestic abuse Act 2021
- Domestic Abuse and Matrimonial Proceedings Act 1976
- Domestic Violence, Crime and Victims Act 2004
- Equalities Act 2010
- Family Law Act 1996 (Part IV)
- Female Genital Mutilation Act 2003
- Health and safety at work Act 1974
- Homelessness code of guidance for local authorities 2021
- Homelessness reduction Act 2017
- Housing Act 2004
- Human Rights Act 1998
- Immigration Act 2016
- Protection from Harassment Act 1997
- Protection of Freedoms Act 2012
- Serious Crime Act 2015

Name	Signed	Date



Mansfield District Council

Document G - Complaints Policy Template

Your organisation's name/logo.

Complaints Policy

Registration number/charity number

This policy and guidance will be reviewed annually or if there are any changes in the related legislation or when an incident dictates.

This will ensure that this document is current and fit for purpose.

12. These documents, templates and policies are for advice and support purposes only.

13. You may edit and amend the documents to render them suitable for your group purposes.

14. You must not sell or re-distribute any documents or derivatives thereof.

This Policy was approved by (named person within your organisation)

Date of implementation

Contents

- 1. Policy**
- 2. Definition of a complaint**
- 3. Where complaints come from**
- 4. Confidentiality**
- 5. Responsibility**
- 6. Review**
- 7. Complaints procedure**
- 8. Receiving complaints**
- 9. Resolving complaints**

Complaints Policy & Procedure

1. Policy

"Your organisation" views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person that has made the complaint.

We have adopted the following definition of a complaint as 'an expression of dissatisfaction, however made, about the standard of service, actions, or lack of action by the organisation, its own.

"Your organisation's" policy seeks:

- to provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint
- to publicise the existence of the complaints procedure so that people know how to contact **"your organisation"** to make a complaint
- to make sure everyone at **"your organisation"** knows what to do if a complaint is received;
- to make sure complaints are investigated openly, thoroughly, honestly and will be dealt with in a reasonable time-frame
- to make sure complainants are treated consistently and fairly with dignity, respect, and courtesy
- to make sure complainants are not discriminated against or victimised for making a complaint
- to make sure complainants are provided with assistance and advice to make a complaint
- to make sure that complaints are, wherever possible, resolved and that relationships are repaired
- to gather information which helps **"your organisation"** to make improvements and prevent similar service failures and correct mistakes quickly

2. Definition of a complaint

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of **"your organisation"**.

3. Where complaints come from

- Complaints may come from any person or organisation who has a legitimate interest in **"your organisation"**
- A complaint can be received verbally, by phone, by email or in writing.

4. Confidentiality

All complaint information will be handled sensitively, informing only those who need to know and following any relevant data protection requirements.

5. Responsibility

Overall responsibility for this policy and its implementation lies with the Co-founders and senior management team.

6. Review

This policy is reviewed regularly and updated as required.

7. Complaints procedure

- Written complaints may be sent to “your organisation” at “insert address”
- Verbal complaints may be made by phone to “number here” or in person to any of “your organisation’s” senior management or team leaders at the above address or at any of our events/activities.
- In person to a staff member
- By email to: “organisation’s email address”
- To a local Member of Parliament or local authority Councillor.

Further advice and support is available during any stage of the complaints process from the following organisation as appropriate:

Housing Ombudsman Service

PO Box 152

Liverpool

L33 7WQ

Telephone: 0300 111 3000

www.housing-ombudsman.org.uk

Email Address: info@housing-ombudsman.org.uk

8. Receiving complaints

Complaints may arrive through channels publicised for that purpose or through any other contact details or opportunities the complainant may have.

Complaints received by telephone or in person need to be recorded.

The person who receives a phone or in person complaint should:

- write down the facts of the complaint
- take the complainant's name, address and telephone number

- note down the relationship of the complainant to your group name (eg. service user/guest, volunteer, member of public)
- inform the complainant that your group name has a complaints procedure
- inform the complainant what will happen next and how long it will take
- where appropriate, ask the complainant to send a written account by post or by email so that the complaint is recorded in the complainant's own words.

9. Resolving complaints

There are 2 stages in our complaints policy.

Stage One

In many cases, a complaint is best resolved by the person responsible for the issue being complained about. If the complaint has been received by that person, they may be able to resolve it swiftly and should do so if possible and appropriate. Whether or not the complaint has been resolved, the complaint information should be passed to the Co-founders or senior management team within one week.

On receiving the complaint, the Co-founders or senior management team will record it in the complaints log. If it has not already been resolved, they delegate an appropriate person to investigate it and to take appropriate action.

If the complaint relates to a specific person, they should be informed and given a fair opportunity to respond.

Complaints should be acknowledged by the person handling the complaint within one week. The acknowledgement should say who is dealing with the complaint and when the person complaining can expect a reply. A copy of this complaints procedure should be attached.

Ideally complainants should receive a definitive reply within four weeks. If this is not possible because for example, an investigation has not been fully completed, a progress report should be sent with an indication of when a full reply will be given.

Whether the complaint is justified or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation and any action taken as a result of the complaint.

Stage Two

If the complainant feels that the problem has not been satisfactorily resolved at Stage One, they can request that the complaint is reviewed at stage 2. At this stage, the complaint will be passed to a member of senior management team or a Co-founder.

The request for higher level review should be acknowledged within a week of receiving it. The acknowledgement should say who will deal with the case and when the complainant can expect a reply.

One of the Co-founders may investigate the facts of the case themselves or delegate a suitably senior person to do so. This may involve reviewing the paperwork of the case and speaking with the person who dealt with the complaint at Stage One.

If the complaint relates to a specific person, they should be informed and given a further opportunity to respond.

The person who dealt with the original complaint at Stage One should be kept informed of what is happening.

Ideally complainants should receive a definitive reply within four weeks. If this is not possible because for example, an investigation has not been fully completed, a progress report should be sent with an indication of when a full reply will be given.

Whether the complaint is upheld or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation and any action taken as a result of the complaint.

The decision taken at this stage is final, unless the board of trustees decides it is appropriate to seek external assistance with resolution.

Name	Signed	Date

Document H – Move-on Policy Template

Your organisations name/logo.

Move On Policy

Registration number/charity number

This policy and guidance will be reviewed annually or if there are any changes in the related legislation or when an incident dictates.

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This Policy was approved by (named person within your organisation)

Date of implementation

Contents

1. Introduction
2. Resettlement
3. Barriers to Move-on
4. Support to Move-on
5. Options
6. Starting work
7. Other funding and resources

1. Introduction

Positive move-on and resettlement is essential for customers to ensure individuals don't become dependent on support services and are able to go on to lead fulfilling lives. There is no 'one size' fits all approach to resettlement and move-on which means we should be flexible, psychologically informed and person-centred in our own approach to ensure we are supporting individuals in the most effective way to meet their own needs and aspirations.

2. Resettlement

Resettlement is the process whereby a customer moves on from temporary housing, supported housing or rough sleeping into more settled accommodation. In line with our person-centred approach to support, what this resettlement process looks like depends on each individual, what accommodation and support they feel they need and their specific circumstances. Some examples include:

Independent Accommodation	Where customers may feel ready to manage a tenancy in social/Local Authority housing or the private rental sector. This may include some level of ongoing floating support if people feel they need it.
Step Down Accommodation	Where customers may want more independence than a traditional 'hostel type setting' can provide, but may not feel entirely ready to stop all existing support they receive. Step Down accommodation acts as a bridge between 24/7 services and living independently, by providing accommodation with visiting support (usually from a nearby 24/7 service).
Retirement Living/ Sheltered accommodation	Some customers find that more housing options become available to them once they meet the age criteria for Retirement Living accommodation and may prefer to move from supported accommodation into retirement living or sheltered accommodation.
Floating or Dispersed Support	Some customers may find that, after a period of support, they are doing well enough to cope on their own in their tenancy and so move-on simply means support tapering off.
Care services	Over time, some customers may find that their health has deteriorated and may move on to a dedicated Extra Care / Care service that provides them with the care and adaptations they need to live as independently as possible.
Other supported accommodation	Supported Accommodation can, in itself, be a positive move-on destination. Some customers may find that they need more intensive and/or specialist support than they are currently getting, or simply a different environment. For example, people

	with Learning Disabilities might find that they prefer living with people with similar life experiences in a specialist supported environment. Where a customer is moving to an environment that is right for them and meets their needs more effectively, this is undoubtedly a positive move.
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3. Barriers to Move-On

Move-on and resettlement should be discussed as soon as possible in a customer's stay with us and planning for the future should be part of every aspect of the support planning process. Equally, there may be a number of practical barriers which can be relatively easily overcome from the outset, for example:

Local Connection - customer hasn't lived in the area long enough

- ✓ Support to evidence local connection
- ✓ Look at other options, e.g. Private Rented Sector
- ✓ Armed Forces Covenant; veterans may automatically gain local connection.

Tenancy History - customer has past evictions for arrears, ASB etc.

- ✓ Setting up payment plans
- ✓ Register on Choice Based Lettings and ensure correct priority banding.

Poor Credit History - customer unable to access private rental sector

- ✓ Refer to local Money Advice Service/Citizens' Advice Bureau

Affordability - rent levels are above Local Housing Allowance

- ✓ Identify and support any aspirations for Employment, Training and Education
- ✓ Explore other options, e.g. house share, looking further afield etc.

4. Support to Move-on

We acknowledge that some customers may take a while to trust us or (in some cases) even accept that they need support at all. Early conversations should therefore focus on encouraging customers to picture where they might like to move on to. Once people know where they want to get to, support sessions can then be framed around how we can go about achieving these goals together.

We believe the best approaches to supporting people to move on positively are:

- **Realistic** – People understand the temporary nature of our service and have appropriate expectations about what their next step might be
- **Empowering** – People take ownership over the move-on process and, although they might have worries and anxieties, they are confident that they can overcome them with the right support

- **Proactive** – Teams actively look for new links and opportunities to access accommodation and support
- **Community-focused** – Move-on is about more than just a home and customers should feel connected to their community both practically (e.g GP surgery) and socially (e.g hobbies/interests)
- **Creative** – Finding innovative solutions to overcome difficulties in the availability and affordability of accommodation (e.g Private rented sector and shared housing options)
- **Skills-focused** – People are able to learn the skills and behaviours needed to thrive in their new home, from finance and budgeting to painting and decorating
- **Trauma-informed** – People are prepared emotionally for the next step and know that they will be supported through the move-on process

Move-on and Resettlement should be an entirely person-centred process. If customers feel that they are being pushed towards an option they are not entirely comfortable with, they are unlikely to make a success of their tenancy.

5. Options

We recognise that both the affordability and availability of housing are some of the biggest challenges to supporting customers to move on successfully, and this is a situation that is unlikely to change in the near future. Colleagues should therefore be aware of the different resettlement options for their service and be creative in finding solutions for customers beyond the obvious. Ideally, any routes should meet the varying needs of the customers, for example:

- Social housing (council or housing associations)
- Private rented sector (including shared houses or 'Houses in Multiple Occupation' - HMO)
- Residential detox and rehabilitation
- Supported Housing (including specialist provision e.g. rehabilitation or refuge)
- Retirement Living/Sheltered accommodation
- Reconnection, e.g. with family (with support)

Colleagues should work with customers supporting them to identify their preferred option, and act as a facilitator to make this happen whilst ensuring customers are making informed, realistic choices and managing their expectations appropriately. There is a huge shortage in Local Authority housing and other social housing and changes to welfare benefits may restrict options in the private rented sector. Customers may have unrealistic expectations on what they could expect for their resettlement options, therefore colleagues need to focus on what is possible and provide realistic information at the beginning of the process.

Colleagues should support customers to understand the local housing allowance in their area to ensure the affordability of rent costs.

Local Housing Allowance (LHA) determines how much housing benefit people are entitled to when renting in the private rental sector. LHA rates vary depending on:

- Where you live
- How many bedrooms you need

There are five different rates per area:

Shared Accommodation rate

- One bedroom rate
- Two bedroom rate
- Three bedroom rate
- Four bedroom rate

The four bedroom rate is the maximum even if you need more bedrooms for your household. To find your local housing allowance rate please follow the link below:

<https://lha-direct.voa.gov.uk/Search.aspx>

Everyone under 35 will only be entitled to the Shared Accommodation Rate unless they are eligible for an exemption. Examples of exemptions include Care Leavers (until they turn 22)

Similarly, customers may be liable to pay council tax in their new home, which should be taken into account when assessing affordability, although some exemptions/discounts are available, e.g. single households.

6. Starting Work

Employment is one of the most sustainable routes for many people. We support all of our customers to access employment. Getting a job is a positive step forward for customers, but it can create challenges for people leaving supported accommodation. An increase in people's income can significantly reduce their benefit entitlement, meaning they have to pay more of the rental costs living in supported accommodation which can be expensive. Colleagues should act quickly when people gain employment to assess their housing benefit entitlement and, if necessary, support people to move into affordable accommodation as a matter of urgency.

Discretionary Housing Payments (DHP)

A DHP is an extra payment which could support customers if they are struggling to pay their rent or if these payments do not cover all of their rent. DHPs can help pay the tenancy deposit on a new home or the rent in advance, only if the customer is receiving housing benefit where they live now. The customer would not need to repay the DHP. Colleagues can support customers to apply for a DHP from their local council and ask for a claim form.

7. Other funding available and resources

If a property doesn't feel like a home, people are more likely to abandon it. Colleagues should encourage and support customers to search for grants and local charities which may help them fund essential household items for their new accommodation, e.g. furnishings and decoration. Colleagues should understand what the local authority and local area has to offer in terms of resettlement support and build partnerships to support customers with this.

Homeless Link Guidance on Resettlement

<https://www.homeless.org.uk/sites/default/files/site-attachments/Resettlement%20guidance.pdf>

Shelter: Priority for council Housing

https://england.shelter.org.uk/housing_advice/council_housing_association/priority_for_council_housing

Discretionary Housing Payments & Rent in advance

https://england.shelter.org.uk/housing_advice/private_renting/rent_in_advance

Shelter: Tenancy rights checker tool

https://england.shelter.org.uk/housing_advice/downloads_and_tools/tenancy_rights_checker

Crisis - Private Rented Sector website with a wide range of resources and tools

www.privaterentedsector.org.uk

National Homelessness Advice Service

www.nhas.org.uk

Name	Signed	Date

Document I – Referral Form Template

Your organisations name/logo.

Referral Form

Registration number/charity number

This document will be reviewed annually, this will ensure that this document is current and fit for purpose.

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This Policy was approved by (named person within your organisation)

Date of implementation

Referring Agency Details

Referring Officer					
Name of Agency					
Telephone N°					
Email					
Referring officer electronic signature					
Client's Signature					

Applicants Details

Applicants Name					
Known aliases					
Contact Number					
NI Number		DoB		Age	
Gender		Ethnicity			
Sexuality		Religion			
Spoken Language					

What ID does the applicant have?	
What benefits is the applicant currently claiming?	

Permission to share information

In order to process your referral, we may need to obtain information about you from other organisations that you are currently in contact with or have been in contact with in the past.

We may also be contacted by other agencies who want us to share information about you. We do this in order to help coordinate your support so that you get the most out of the service we provide.

We can only contact these organisations with your permission.

Please tell us which organisations you consent to us contacting in the table below.

We will only contact the organisations that you agree to. You may change your mind at any time.

	Housing & Homeless Department		Community Mental Health Team/Worker
	GP/Doctors		DWP / UC / Housing Benefit
	Social Services		Probation Office
	Current or Former Landlords		Police
	Drug Treatment Agency		Next of Kin
	Alcohol Treatment Agency		Other advice agencies

Client Name	
Client Signature	
Date	

Current Address	
Landlord details (if applicable)	

Reason they have to leave current accommodation	
Are there any rent arrears at this address? Do they have a payment plan in place to clear the arrears?	

Address History

Please provide 5 years address history and use separate sheets of paper if needed

Address	Dates (from and to)	Landlord	Arrears (state amount)

Reason for Housing/Tenancy Sustainment Need?

Please identify any problems the applicant has had in maintaining a tenancy in the past including Arrears, anti-social behaviour, neighbour complaints, evictions:

Physical Health

Please provide details of any physical health or mobility issues including any prescribed medication.

Mental Health

Please provide details of any mental health issues, official diagnosis or self-diagnosis and details of any prescribed medication.

Please give details of the support the client has for their mental health:

CPN		Contact N°	
Crisis Team		Contact N°	
GP		Contact N°	
Other			

Self-Harm

Does the client currently self-harm or have any history of?
Please give details of nature, frequency triggers etc

Offences - please detail nature of offence, conviction date, sentence received and whether the applicant is current to Probation supervision, managed by IOM or MOSOVO.

Probation Officer		Contact N°	
Offender Manager		Contact N°	
Licence conditions			
MAPPA Level		SOR/SOPO/SHPO	

Level of risk to themselves?	Low/Medium/High/Very High
Level of risk to others	Low/Medium/High/Very High
Details of specific Risks:	

Cuckooing & Exploitation – Is the applicant at risk of exploitation ie financially or “cuckooing”. Please include information linked to the applicant being a vulnerable adult and whether discussed at multi-agency risk management meetings

Substance & Alcohol misuse – Please provide details of any substance misuse issues including history of and details of any support agencies that the applicant is working with or has worked with.

Alcohol Worker		Contact N°	
Drug worker		Contact N°	

Multi-Agency Working & Ongoing Support

What ongoing multi-agency working and on-going support will the client have?

Please list details of all Agency workers and contact numbers who may be involved with the Applicant ie social workers, Learning Disabilities Team, Leaving Care Team etc

Any Additional information relevant to application:



Mansfield District Council

Document J – Anti-Social Behaviour Policy Template

Your organisations name/logo.

Anti- Social Behaviour Policy (ASB)

Registration number/charity number

This policy and guidance will be reviewed annually or if there are any changes in the related legislation or when an incident dictates.

This will ensure that this document is current and fit for purpose.

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This Policy was approved by (named person within your organisation)

Date of implementation

Contents

1. Introduction
2. Aims of Policy
3. Principles
4. Definition of Anti-Social Behaviour
5. Examples of Anti-Social Behaviour
6. What is Hate Crime?
7. Action
8. High Risk/Serious cases of Anti-Social Behaviour
9. Service Standards
10. Responsibility & Review

1. Introduction

Supported housing providers have a number of powers at their disposal to deal with tenants who exhibit anti-social behaviour (ASB). These powers are contained in (but not limited to), the 1996 Housing Act; the 2003 Anti-Social Behaviour Act; the 2004 Housing Act and the Anti-Social Behaviour, Crime and Policing Act 2014.

This Policy sets out what “your organisation” aims to do to help prevent anti-social behaviour and how we will deal with complaints about anti-social behaviour. As a responsible landlord and provider of housing-related support, “your organisation” recognises the role it has to play in responding to concerns about anti-social behaviour. We understand our responsibility to ensure that service users can enjoy their home in peace, free from the fear or threat of intimidation, harassment, or abuse of any kind.

“Your organisation” also recognises our responsibility to make sure as far as possible that the actions of our service users do not interfere with their neighbours’ quiet enjoyment of their home.

2. Aims of Policy

The aim of our Anti-Social Behaviour Policy is to ensure our accommodation and the surrounding communities are pleasant and secure places to live. We will not tolerate any ASB caused by service users, their visitors, family or any other person. We will ensure that all our staff are adequately trained to deal with anti-social behaviour and are kept up to date with any changes in the law.

3. Principles

“Your organisation” will base its response on the following principles:

- Expecting our service users (and their visitors) to be good neighbours, who will act reasonably and considerately, and who respect the different values and lifestyles present in the community
- Being proactive in preventing and dealing with anti-social behaviour
- Taking a robust stance when perpetrators refuse to change their behaviour. We will have no hesitation in using all the powers available to us to take action where anti-social behaviour persists.

4. Definition of Anti-Social Behaviour

Anti-Social Behaviour is defined in the Anti-Social Behaviour, Crime and Policing Act 2014 as conduct that:

- Has caused, or is likely to cause, harassment, alarm or distress to any person
- Is capable of causing nuisance or annoyance to a person in relation to that person’s occupation of residential premises, or
- Is capable of causing housing-related nuisance or annoyance to any person

“Your organisation” uses the above definition of anti-social behaviour as its definition of Anti-Social behaviour.

5. Examples of Anti-Social Behaviour

- Examples of anti-social behaviour are (but are not limited to):
- Harassment, domestic, verbal or physical abuse
- Racial Abuse or Hate Crime
- Criminal Damage including vandalism
- Damage, removal and/or disposal of any of the landlord or supported housing providers property including furniture, furnishings and white goods provided for use in the premises or any communal areas
- Keeping or using paraffin, petrol, bottled gas or any other dangerous material or equipment in the premises or any communal areas
- Failure to control animals/pets
- Noise nuisance
- Drunk and disorderly conduct
- Threatening or intimidating behaviour
- Smoking or drinking while underage
- Substance misuse/dealing
- Graffiti
- Litter and rubbish dumping
- Nuisance driving/vehicles
- Prostitution

However, there are some behaviours that we do not class as ASB. This is based on the circumstances of each case in turn but is likely to include:

- Noise that is generated by everyday living, such as walking across floors, infrequent slamming of doors etc.
- Carrying out home improvements at reasonable times of the day and for a reasonable period of time
- Cooking smells
- The use of unallocated parking

As a general rule we will also not categorise minor disputes between neighbours as ASB. We understand that not everyone is going to get on with their neighbour or house mate but see this as the responsibility of our customers to manage. Exceptions will be where there is a clear victim and perpetrator and/or the issues are particularly serious and/or the issues between the parties are causing ASB for others who are witnessing the events. Where we decide that behaviour is not ASB we will clearly explain the reasons why to the customer and provide any other advice that may be appropriate to the situation. We will not accept further complaints of the same nature from the customer.

6. What is Hate Crime?

Hate Crime or hate incidents may also be a form of Anti-Social Behaviour. They occur when a perpetrator targets a victim because of their perceived membership in a certain social group, usually defined by racial group, religion, sexual orientation, disability, class, ethnicity, nationality, age, gender, gender reassignment, marital status or political affiliation. Hate Crime generally refers to criminal acts which are seen to have been motivated by hatred of one or more of the listed groups. Incidents may involve

physical assault, damage to property, bullying, harassment, verbal abuse, or insults, or offensive graffiti or letters i.e., hate mail.

7. Action

- Where anti-social behaviour is present we will make every effort to resolve it by:
- Recognising potential problems and being proactive about prevention
- Taking seriously all reports of ASB
- Responding to reports quickly in an effective, sensitive and consistent manner
- Actively working with service users and other agencies to tackle ASB
- Supporting the victims of ASB
- Using information and performance against targets to ensure continuous improvement
- Ensuring perpetrators understand the impact of their actions and giving them support an opportunity to change their behaviour

8. High Risk/Serious cases of Anti-Social Behaviour

Where Anti-Social Behaviour is considered High risk for acts of violence or serious threats of violence, then these incidents will be dealt with within 24 hours.

Where ASB persists and prevents “your organisation” from carrying out its housing management function, we will use the powers available to us within the Anti-Social Behaviour Crime and Policing Act 2014 to end such behaviour. These powers include: Injunction to Prevent Annoyance (IPNAs) Absolute Ground for Possession and Community Protection.

The housing management function directly covers any activity that “your organisation” carries out in the day to day management of its accommodation. This includes repairs and maintenance, rent collection, tenant consultation, dealing with neighbour disputes and letting of properties. Those matters that indirectly affect the housing management function include refuse collection, dealing with littering and fly-tipping, vandalism, graffiti, deliberate waste of property and abandoned vehicles.

9. Service Standards

“Your organisation” will follow a set of service delivery standards when dealing with complaints of anti-social behaviour. These are:

- All complaints of nuisance will be treated seriously and thoroughly and investigated in a non-judgmental way
- All cases will be risk assessed as part of developing the action plan
- If the complaint is not something that “your organisation” can help with, complainants will be told at the start (for example one-off complaints, personal arguments or disputes or clashes of lifestyle)
- Investigations will try to identify and interview all interested parties

- Complaints will always be discussed with the other party to hear their views unless the complainant does not want them to be contacted. At this stage anonymity of complainants will be maintained wherever possible
- Where possible, evidence will be obtained from third party witnesses or from other agencies such as Housing Officers, the Police, Environmental Health Officers, Street Wardens or Anti-Social Behaviour Officers
- Confidentiality will be maintained, if possible, where appropriate or requested

10. Responsibility and Review

We are committed to the development of our employees and the service and will ensure the following (where necessary, available and appropriate):

- Staff receive appropriate training and that this is an on-going commitment to take into account new legislation and best practice
- Feedback is gained from stakeholders (particularly our customers) about the service that we have provided and that this feedback is used to shape future improvements/changes to our processes
- Ensure customers can access the organisations complaint process should they have concerns about the service received
- Any outcome/recommendations from the complaint investigation will be considered for future reviews/amendments to this policy

Name	Signed	Date

Mansfield District Council

Document K – Signed consent form for data protection and data sharing

Data Protection and Permission to Have Access to Personal Files and Share Information

To enable(name of provider) to help you with your request we may use your personal information to aid enquiries with regards to your referral.

I understand that if there are concerns that are assessed that there may be an immediate risk of serious harm, information about me can be shared without my permission.

We may also be contacted by other agencies who want us to share information about you. We do this in order to help coordinate your support so that you get the most out of the service we provide. Because of Data Protection we need to ask your permission to do this before you give us the relevant information, all the information on this request must be accurate.

Please tell us which organisations you consent to us contacting in the table below. We will only contact the organisations that you agree to. You may change your mind at any time.

	Housing & Homeless Department		Community Mental Health Team/Worker
	GP/Doctors		DWP / UC / Housing Benefit
	Social Services		Probation Office
	Current or Former Landlords		Police
	Drug Treatment Agency		Next of Kin
	Alcohol Treatment Agency		Other advice agencies

I consent to(name of provider) obtaining and sharing any relevant information relevant to this request.

Full Name:.....Signed:.....

Date.....

Mansfield District Council

Document L – GDPR/Data Protection Policy

[Your organisations name/logo]

GDPR/Data Protection Policy

[Registration number/charity number]

This policy and guidance will be reviewed annually or if there are any changes in the related legislation or when an incident dictates.

This will ensure that this document is current and fit for purpose.

21. These documents, templates and policies are for advice and support purposes only.

22. You may edit and amend the documents to render them suitable for your group purposes.

You must not sell or re-distribute any documents or derivatives thereof.

This Policy was approved by (named person within your organisation)

Date of implementation

CONTENTS

1. Introduction
2. Scope
3. Legal basis for processing data
4. Data collection and processing
5. Data subject rights
6. Data security
7. Data breach notification
8. Data protection officer
9. Training and awareness
10. Review and update
11. Compliance
12. Contact information

1. Introduction

[Organisation Name] is committed to ensuring the privacy and security of personal data collected and processed in accordance with the General Data Protection Regulation (GDPR) and the Data Protection Act 2018. This policy outlines our approach to data protection and our obligations under the law.

2. Scope

This policy applies to all personal data processed by [Organization Name], regardless of the format or medium on which it is stored.

3. Legal Basis for Processing Personal Data

3.1. Personal data will only be processed when there is a legal basis for doing so, as outlined in Article 6 of the GDPR, which may include:

The data subject has given consent for the processing of their personal data.

Processing is necessary for the performance of a contract with the data subject.

Processing is necessary for compliance with a legal obligation.

Processing is necessary to protect the vital interests of the data subject or another person.

Processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the controller.

Processing is necessary for the purposes of legitimate interests pursued by the controller or a third party, except where such interests are overridden by the interests, rights, or freedoms of the data subject.

4. Data Collection and Processing

4.1. Personal data will be collected and processed fairly and lawfully, and for specified, explicit, and legitimate purposes.

4.2. Data collected will be adequate, relevant, and limited to what is necessary for the purposes for which it is processed.

4.3. Data will be kept accurate and up-to-date, and any inaccurate data will be rectified without delay.

4.4. Personal data will be kept in a form that permits identification of data subjects for no longer than is necessary for the purposes for which the data is processed.

5. Data Subject Rights

5.1. Data subjects have the following rights under the GDPR, and [Organisation Name] will uphold these rights:

The right to be informed about the collection and use of their personal data.

The right of access to their personal data.

The right to rectification of inaccurate or incomplete personal data.

The right to erasure of personal data ("right to be forgotten").

The right to restrict processing of personal data.

The right to data portability, allowing them to obtain and reuse their personal data for their own purposes.

The right to object to the processing of their personal data in certain circumstances.

Rights in relation to automated decision making and profiling.

6. Data Security

6.1. [Organisation Name] will implement appropriate technical and organizational measures to ensure a level of security appropriate to the risk, including protection against unauthorized or unlawful processing and against accidental loss, destruction, or damage of personal data.

6.2. Measures will include encryption of personal data, regular testing of security measures, and staff training on data protection principles and procedures.

7. Data Breach Notification

7.1. In the event of a personal data breach, [Organisation Name] will notify the relevant supervisory authority without undue delay and, where feasible, not later than 72 hours after becoming aware of the breach, unless the breach is unlikely to result in a risk to the rights and freedoms of data subjects.

7.2. Data subjects will also be notified without undue delay if the breach is likely to result in a high risk to their rights and freedoms.

8. Data Protection Officer

8.1. [Organisation Name] has appointed a Data Protection Officer (DPO) to oversee compliance with data protection legislation and to act as a point of contact for data subjects and supervisory authorities.

9. Training and Awareness

9.1. All staff members who handle personal data will receive training on data protection and GDPR compliance.

9.2. Regular awareness campaigns will be conducted to ensure that all staff members are kept up-to-date with their responsibilities under data protection legislation.

10. Review and Update

10.1. This policy will be reviewed and updated regularly to ensure compliance with changes in data protection legislation and best practices.

11. Compliance

11.1. Failure to comply with this policy may result in disciplinary action, up to and including dismissal, and legal action in cases of serious breaches.

12. Contact Information

12.1. For any questions or concerns regarding data protection and GDPR compliance, please contact the Data Protection Officer at [DPO Email Address].

Legal References:

General Data Protection Regulation (GDPR)

Data Protection Act 2018

Freedom of Information Act 2000

Human Rights Act 1998

Name	Signed	Date



Mansfield District Council

Document M – Non-Engagement Policy Template

[Your group name/logo]

Non-Engagement Policy

[Registration number/charity number]

This policy and guidance will be reviewed annually or if there are any changes in the related legislation or when an incident dictates.

This will ensure that this document is current and fit for purpose.

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This Policy was approved by [(named person within your organisation)]

[Date of implementation]

CONTENTS

1. Introduction
2. Expectations
3. Warning process
4. Re-engagement efforts
5. Formal notice
6. Notification to other agencies
7. Review and revision

Non-Engagement Policy for Supported Housing Residents

1. Introduction:

This Non-Engagement Policy outlines the expectations and procedures for residents living within supported housing who fail to engage with the provided support services. The purpose of this policy is to ensure the well-being and safety of all residents, as well as to encourage active participation in support programs to facilitate positive outcomes.

2. Expectations:

Residents living within supported accommodation are expected to actively engage with the support services provided. This includes but is not limited to attending scheduled meetings, participating in support programs, and communicating openly with support workers.

3. Warning Process:

Residents who fail to engage with support services will be subject to a warning process consisting of three warning letters before a formal notice is served. The warning letters will be issued by support workers and will outline the concerns regarding non-engagement and the potential consequences.

If a resident misses one support sessions, all efforts will be made by the support worker to make contact with the resident. The support worker will then write to the resident advising of when their next support session is and explain what to do if they cannot attend.

If the resident fails to attend this session, a warning letter will be issued.

The above process will be repeated every **xxxx** days until a final warning is issued.

4. Re-Engagement Efforts:

Support workers are committed to attempting various methods to re-engage residents who are not actively participating in support services. These efforts may include visiting the property at different times, sending letters with specific appointment times, making phone calls, sending emails, and liaising with other agencies known to the resident.

5. Formal Notice:

If a resident continues to exhibit non-engagement behaviour after the three warning letters have been issued, a formal notice will be served. This notice will specify the consequences of continued non-engagement, which may include termination of residency within the supported accommodation.

6. Notification to Other Agencies:

Support workers are required to notify other agencies involved with the resident as soon as possible about instances of non-engagement. This notification will include details of the resident's lack of engagement and the actions being taken by the supported housing provider. This is to ensure coordinated efforts to address the resident's needs and mitigate any potential risks.

7. Review and Revision:

This Non-Engagement Policy will be reviewed periodically to ensure its effectiveness and relevance. Any necessary revisions will be made to address changing circumstances and best practices in supporting residents within supported housing.

Name	Signed	Date

Document N - Tips on Being a Good Neighbour or Housemate

Do you live in shared housing? Then it's important that you, as a housemate, practice good habits that will help maintain peace and harmony in the household. Here are some suggestions on how you can be a good housemate:

- Respect the privacy and personal space of others.
- Clean up after yourselves and always keep the common areas clean.
- Strictly follow your landlord's rules about noise, guests, etc., so as not to upset neighbours or cause problems with the landlord.
- Communicate openly with your housemates about any problems that arise and, if possible, resolve them amicably as a group.
- Respect each other's bedtimes.
- Respect each other's personal belongings and don't use them without permission.
- Keep food separate so that no one accidentally eats someone else's food.
- Keep the common areas free of clutter and store personal belongings in the designated areas.
- Dispose of your trash responsibly to ensure good hygiene and avoid vermin or bad odours in the house.
- Be careful not to bring home unwanted guests who may disturb other residents.
- Show good sportsmanship in disagreements or conflicts and be willing to compromise on certain issues.
- Take responsibility for any damage to the house caused by your negligence or misuse and arrange for repairs promptly if necessary.
- Be understanding of each other and patient when it comes to each housemate's unique personalities, habits, and preferences.
- Above all, strive to build good relationships with all housemates, as this will make living together much more enjoyable for everyone.

By following these tips, you can ensure a good living environment and a harmonious relationship between housemates when you share an accommodation with them. However, some circumstances you may need to speak to your housemates or neighbours about a problem. In these circumstances:

- Stay calm and friendly and be respectful, reasonable and pleasant.
- Plan what you are going to say beforehand and try and choose a good time to speak to them.
- Be clear about what the problem is and how it is affecting you or anyone living in your home.
- Keep to the point and don't bring up past events by focusing on the current problem.
- Listen to your neighbour's point of view.
- If your neighbour becomes unreasonable, end the conversation, and walk away from the situation.

Report any issues to your support worker and actively engage with them. With good communication, empathy, and respect for each other's privacy, co-living can be an enriching experience that benefits everyone involved.

Document O – Pre-Eviction Protocols

Your organisations name/logo.

Pre-Eviction Protocols

Registration number/charity number

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This Policy was approved by (named person within your organisation)

Date of implementation

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1. Overriding principles
2. Legal requirements
3. Eviction process
4. Taking account of the residents' personal circumstances
5. Taking account of availability and accessibility of support
6. Cases involving rent arrears
7. Cases involving anti-social behaviour
8. Cases involving engagement with support services
9. Monitoring and reviewing
10. Circumstances of the accommodation provider
11. Guidance notes

Pre-Eviction Protocols

Introduction

These Pre-Eviction Protocols are the culmination of longstanding partnership work and their purpose is to minimise the number of evictions from supported housing.

Supported housing is primarily set up to provide people with a short-term housing solution for a maximum period of two years. The aim of the document is for the services to work collaboratively across the county to provide accommodation and housing support to enable vulnerable people aged sixteen and above to gain or regain the necessary skills to enable them to live independently and participate in their community.

1. Overriding principles – eviction as a last resort and second chance opportunities

- 1.1 Eviction will always be a last resort
- 1.2 Providers of supported accommodation will ensure that any eviction is reasonable and proportionate.
- 1.3 Wherever possible and appropriate residents will always be given a second chance, Additional chances will also be considered where feasible and appropriate.

2. Legal requirements and best practice

- 2.1 Providers of supported accommodation will ensure their documentation (for example, licence or tenancy agreements and notices) and their practices and procedures are compliant with the relevant legislation (especially the Housing Act 1988 and Protection from Eviction Act 1977), guidance and best practice.

3. Eviction process

- 3.1 The eviction process will be clear, structured and well explained so that residents (and their support workers and advocates) can readily identify where they are in the process and how they got there.
- 3.2 Support workers and advocates should be notified immediately there is a threat of eviction. They should be informed at each stage of the process and invited to assist and represent the resident.
- 3.3 Warning letters and notices will clearly explain the reasons they have been sent and residents and their support workers will be provided with an opportunity to respond to these so that their circumstances and version of events can be recorded and taken into account.

- 3.4 Accommodation providers should aim to give the maximum notice period possible with 28 days' notice accepted as the agreed standard minimum. A notice period of less than 28 days should only be given in exceptional and extreme circumstances and ideally these circumstances should be identified and explained in advance (see note A).
- 3.5 Eviction dates should avoid weekends and Fridays wherever possible to ensure maximum access to essential advice and support services.
- 3.6 Except in exceptional and extreme circumstances (see note A), an eviction should not take place without a professionals' panel meeting (also known as a multi-disciplinary team (MDT) meeting) In the event of an eviction taking place without an MDT meeting a meeting should be convened as soon as possible and if appropriate reinstatement should be considered (see note B).
- 3.7 Residents should be able to request a review of a decision to evict them and accommodation providers should have a clear and open review process that includes a resident's opportunity to make representations with support from an advocate, representative, family member or friend. The review procedure and the timescales involved should be summarised in plain English so that a copy can be provided to the resident and their representative.

4. Taking account of a resident's personal circumstances

- 4.1 The personal circumstances of a person at risk of eviction (including mental health and experience of trauma) will be fully taken into account in the decision-making process.

5. Taking account of availability and accessibility of support

- 5.1 Where the provision or availability of support (eg from support workers, advocates, and mental health services) is considered inaccessible, insufficient, or inadequate this will be acknowledged and reflected in the decision-making process.

6. Cases involving rent arrears

- 6.1 The accommodation provider shall provide a rent statement detailing payments due and all missed payments in a written format that is clear and accessible to the resident and anyone seeking to support them. The statement shall be provided as early as possible and no later than when a first written warning is issued. Statements shall be updated and reissued accordingly at each stage of the process.

- 6.2 If rent arrears are wholly or partly attributable to problems with benefits a nominated person (eg a support worker employed by the accommodation provider, or a young person's advisor or social worker employed by Nottinghamshire County Council) shall contact Nottinghamshire County Council's Welfare Rights Helpline for assistance with resolving the benefit problem.
- 6.3 Where rent arrears are wholly or partly attributable to the impact of employment on benefits and the financial challenges this represents this will be recognised and acknowledged by the accommodation provider so that sufficient time is provided to resolve the problem and so that residents are not disincentivised from taking up and maintaining employment.
- 6.4 To minimise the risk of rent arrears, where residents are considering or are taking up employment steps will be taken to ensure they are aware of how this will impact on their benefits so that they are able to plan and budget from the outset. This should include the offer of a "better off" benefit calculation via the Welfare Rights Helpline.

7. Cases involving anti-social behaviour

- 7.1 Where there is the risk of eviction due to anti-social behaviour and third parties are involved, steps will be taken to ensure the adverse behaviour and influence of third parties, and a resident's ability to counteract them, is taken into account. Factors like vulnerability, impressionability, bullying, coercive control, and grooming should be taken into account and addressed (see note C).

8. Cases involving engagement with support services

- 8.1 Where the threat of eviction includes a failure of a resident to engage with support workers or the accommodation provider full details of the disengagement will be provided so that the reasons for non-engagement can be fully understood and so that an attempt to re-engage can be made. (See also 5.1 above regarding the availability and accessibility of support.)

9. Monitoring and reviewing

- 9.1 Detailed eviction data should be captured, monitored, and reviewed to ensure policies, principles and protocols are adhered to and to make sure the number of evictions remains as low as they possibly can be. Case studies should also be used to inform the effectiveness of the pre-eviction principles (see note D).

10. Circumstances of supported accommodation provider

- 10.1 The status, funding, geographical region, or contractual arrangements under which the supported accommodation provider operates should not prevent it from signing up to and adhering to the Pre-Eviction Principles.

11. Guidance notes

These guidance notes are intended to help with the application of the pre-eviction principles. It is envisaged that they will be amended and updated in response to how the principles work in practice.

A. Exceptional and extreme circumstances (3.4 and 3.6)

There is no explicit definition of what constitutes ‘exceptional and extreme circumstances’ in the context of principles 3.4 and 3.6 but accommodation providers will have their own definitions based on their policies covering anti-social behaviour. Examples of the types of behaviour are likely to include violence, the misuse or supply of drugs, arson and other behaviour that endangers staff and other residents.

B. MDT meetings (3.6)

MDT meetings proved effective during the Coronavirus pandemic and they are an essential part of the pre-eviction principles. Experience has shown that full attendance can be difficult to arrange, especially at short notice, and that the main obstacles are resourced based; namely other time and work commitments and the availability of relevant staff.

The effectiveness of principle 3.6 will need to be monitored and there may be a need to produce further guidance about MDTs based on ongoing experience.

C. Cases involving anti-social behaviour (7.1)

It is recognised that accommodation providers have their own policies regarding anti-social behaviour and that behaviour involving alcohol, drugs, and violence places providers under intense pressure. Principle 7.1 seeks to enhance the safeguards against residents being evicted for behaviour they have reduced control over due to their personal circumstances and third-party manipulation, exploitation, or coercion.

D. Monitoring and reviewing (9.1)

The principles and accompanying guidance will be reviewed on a regular basis and the frequency of these reviews will be decided at the first review, which shall be scheduled to take place six months from this document's implementation date.

The review process will aim to maximise input from a wide range of stakeholders, and it is anticipated that invitations to contribute will include (but shall not be limited to) the following:

- Supported housing accommodation providers
- Leaving Care Service, Nottinghamshire County Council
- Probation Service
- Local Homelessness Forums
- Residents and Service Users
- Nottinghamshire County Council
- Adult mental health services

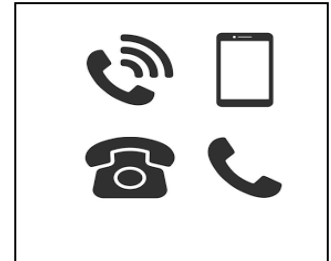
Name	Signed	Date

Mansfield District Council

Document P – Database of Local Services

Mansfield District Council Services Civic Centre

Chesterfield Road South
Mansfield
NG19 7BH
www.mansfield.gov.uk



Housing Solutions (Homeless Team)
01623 463121 / homelessenquiries@mansfield.gov.uk

Homefinder
Tel: 01623 463402 / homefinder@mansfield.gov.uk
www.amhomefindermansfield.gov.uk

Housing Benefit
01623 463463 / benefits@mansfield.gov.uk

Change Grow Live – CGL (drug and alcohol support)
2/3 Sherwood Court, Sherwood Street
Mansfield
Notts
NG18 1ER
Tel: 0115 8960798 / notts@cgl.org.uk
www.changegrowlive.org

Framework Street Outreach Team (rough sleepers)
Tel: 0800 066 5356 / nottinghamshiresot@frameworkha.org

DWP/ Job Centre
Tel: 0800 169 0310 Benefit queries
Tel: 0800 328 9344 Contact Centre

Nottinghamshire County Council (Social Care, Transport, Highways and Schools)
Tel: 0300 500 80 80
MASH (Multi-agency safeguarding hub)
Tel: 0300 500 80 90
www.nottinghamshire.gov.uk



Mansfield District Council

Citizens Advice

Tel: 03444 111 444

www.citizensadvice.org.uk

Mansfield CVS

Tel: 01623 392444 / info@mansfieldcvs.org

www.mansfieldcvs.org

Mansfield Probation

Probation Office

Arrival Square

Rosemary Street

Mansfield

NG18 1LP

Tel: 01623 460800

EMPS.nottinghamshire.mansfieldashfield@justice.gov.uk

The Beacon Project

Wood Street

Mansfield

Ng18 1QB

Tel: 07943 630952 / admin@mansfieldbeacon.org

www.mansfieldbeacon.org

Mind Nottinghamshire (Mental Health Support)

Tel: 0800 470 0203

www.nottinghamshiremind.org.uk

Notts Healthcare Trust 24/7 mental health helpline/ Crisis line

Tel: 0808 196 3779

Women's Aid (Domestic Abuse)

Tel: 0808 2000 247 24 hour help line

www.womensaid.org.uk

Nottinghamshire Independent Domestic Abuse Service (NIDAS):

Tel: 01623 683250 / 24hr helpline 0808 800 0340

www.nidas.org.uk

Equation (Domestic Abuse)

Tel: 0115 9623 237 / info@equation.org.uk

www.equation.org.uk



Mansfield District Council

Samaritans

Tel: 116 123 or Text SHOUT to 85258

www.samaritans.org

Disability Nottinghamshire

Tel: 01623 658060 / advice@disabilitynottinghamshire.org.uk

www.disabilitynottinghamshire.org.uk

Jigsaw Support Services (Support services for older and vulnerable residents and support from compulsive hoarders)

Tel: 01623 232800 / admin@jigsawmansfield.org.uk

www.jigsawsupportscheme.org.uk

Leisure Centres

Water Meadows Leisure Complex

Titchfield Park, Bath Street

Mansfield

NG18 1BA

Tel: 0345 000 0232

www.mansfieldleisure.com

Rebecca Adlington Swimming Centre

Westdale Road

Mansfield

NG19 7BZ

Tel: 0345 000 0230

www.mansfieldleisure.com

Oak Tree Leisure Centre

Jubilee Way South

Mansfield

NG18 3RT

Tel: 0345 000 0231

www.mansfieldleisure.com

Health Centres and GP's

Acorn Medical Practice
11-13 Wood Street
Mansfield
NG18 1QA
Tel: 01623 428412

Roundwood Surgery
1 Wood Street
Mansfield
NG18 1QQ
Tel: 01623 648880

Churchside Medical Practice
Wood Street
Mansfield
NG18 1QB
Tel: 01623 664877

Orchard Medical Practice
Stockwell Gate
Mansfield
NG18 5GG
Tel: 01623 400 100

Millview Surgery
1A Goldsmith Street
Mansfield
NG18 5PF
Tel: 01623 649528

St Peters Medical Practice
Chaucer House
Mansfield
NG18 1EE
Tel: 01623 422355

Rosemary Street Health Centre
Rosemary Street
Mansfield
NG19 6AB
Tel: 01623 623600

Sandy Lane Surgery
77 Sandy Lane
Mansfield
NG18 2LT
Tel: 01623 656055

Oak Tree Lane Health Centre
Jubilee Way South
Mansfield
NG18 3SF
Tel: 01623 649991

Oakwood Surgery
Church Street
Mansfield Woodhouse
NG19 8BL
Tel: 01623 435555

Mansfield Woodhouse Health Centre
12 Church Street
Mansfield
Notts
NG19 8AH
Tel: 01623 420692

MANSFIELD FOOD SUPPORT TIMETABLE

FOOD BANKS AND FOOD SHARES

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Sherwood Forest Food Bank 1.30pm - 3.45pm Stable Centre, 12 Church Street, Mansfield Woodhouse, NG19 8AH. 07563233652 REFERRAL ONLY	Salvation Army Food Bank 10am - 12pm Victoria Street, Mansfield, NG18 5SB REFERRAL AND DROPS INS	St Peters Food Bank 10.30am - 12.30pm Church Side, Mansfield, Notts, NG18 1AP. 07563233652 REFERRAL ONLY	Sherwood Forest Food Bank 1.30pm - 3.45pm Stable Centre, 12 Church Street, Mansfield Woodhouse, NG19 8AH. 07563233652 REFERRAL ONLY	Methodist Church Food Share 1pm - 2pm 196 Chesterfield Road South, NG19 7EE DROP IN £2 DONATION PER BAG	Ladybrook Food Share 10.30am - 11.15 1st and 3rd Saturdays of the Month Brookside Hall Ladybrook Lane Mansfield NG18 5JJ DROP IN £2 DONATION PER BAG	NON OPERATING TODAY
CAR Warsop (Food Hampers). Monday – Friday 10am – 2pm. Support in Warsop Parish (Warsop, Meden Vale, Warsop Vale, Church Warsop & Spion Kop) 07394914909						

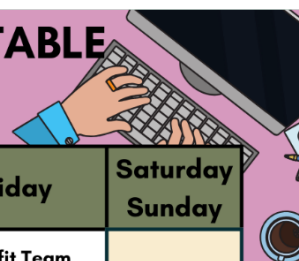
MANSFIELD FOOD SUPPORT TIMETABLE

FOOD CLUBS

Monday	Tuesday		Wednesday	Thursday	Friday		Saturday Sunday
NON OPERATING TODAY	<u>APTCOO Social Supermarket</u> 10am - 12pm Learn, Work and Earn Centre, 79 Sandy Lane, NG18 2LT. £1 yearly membership £4 per bag	<u>Arena Food Club</u> 10.30am - 12pm Arena Church, 66 Leeming Street, Mansfield, NG18 1NG. £1 yearly membership £4.50 per parcel	<u>Clipstone Food Hub</u> 1pm - 3pm The Community Centre, The Circle, NG21 9EF. £1 yearly membership £4 per bag	NON OPERATING TODAY	<u>Mansfield Woodhouse FOOD Club</u> 10am - 12pm The Meadows Community Centre, Slant Lane, NG19 8ES. £1 yearly membership £4 per bag	<u>Crescent Primary School FOOD Club</u> 1pm - 3pm Booth Crescent, Mansfield NG19 7LF. £1 yearly membership £4 per bag	NON OPERATING TODAY
	<u>St Johns Food Hub</u> 3pm - 4.30pm Mansfield, NG18 1QH. 01623 642338 £1 yearly membership £4 per bag				<u>Bellamy Road FOOD Club</u> 12pm - 2pm 15 Trowell Court, Mansfield, NG18 4NT. £1 yearly membership £4 per bag	<u>Oak Tree FOOD Club</u> 12pm - 2pm Oak Tree Lane Surgery, Jubilee Way South, NG18 3SF. £1 yearly membership £4 per bag	

MANSFIELD WRAP AROUND SUPPORT TIMETABLE

FINANCIAL SUPPORT




Monday	Tuesday	Wednesday	Thursday	Friday	Saturday Sunday
NON OPERATING TODAY	NON OPERATING TODAY	Benefit Team 15 Trowell Court, Mansfield, NG18 4NT 9.30am - 11.30am Limited sessions Spring session is: 17th April	The Freedom Programme The Beacon St Johns Centre, Mansfield NG18 1QH. 10am - 1pm A debt service which covers debt, housing, benefits, form filling, phone and internet access, plus more.	Benefit Team Oaktree Children's Centre. 14 Elton Close, Mansfield, NG18 3QA 9am - 11.30am Limited sessions Spring session is: 12th April	NON OPERATING TODAY
Financial Support Signposting Macmillan Money and Work Service 01274 987 600 Mansfield CAB 07832 932 331 Mansfield District Council 01623 463 463 Nottinghamshire County Council Golden Number 0300 500 8080 Sherwood Forest Foodbank 07563 233652 Direct Help and Advice 01332 287850			Drop-In Debt and Money Advice Sessions 10am - 2pm Kingsway Hall Clipstone Road West Forest Town Mansfield NG19 0DU Here you can find support with benefit checks, better off in work checks, debt and housing advice, budgeting, money management, managing bills and help completing benefits forms.		



MANSFIELD WRAP AROUND SUPPORT TIMETABLE

MENTAL HEALTH SUPPORT

Monday	Tuesday		Wednesday	Thursday	Friday	Saturday Sunday
<p>'Come For a Kick About' 6pm - 7pm Football 7pm - 7.30pm Chat Oak Tree Leisure Centre Men only 18+ Will be on alternate Mondays. Partnership between Mansfield Town Football Club. Scan QR code for dates.</p> 	<p><u>Tuesday Group</u> 1pm - 3pm Focus Point Community Centre, Vale Road, NG19 8DU. A safe place to chat, find local support information and try some (optional) activities to improve wellbeing. For information contact Alison on alison.foad1@nhs.net</p>	<p><u>Lets Be There Mansfield</u> 7pm Burnaby House Church Street Mansfield Woodhouse NG19 8AH A group to help and support people to talk about their mental health. A supportive group of people coming together and being there for each other.</p>	<p>NON OPERATING TODAY</p>	<p><u>Thursday Welcome Group</u> Running every other Thursday 2 - 4pm. Oak Tree Leisure Centre Opportunity to meet other local people and join in with different activities each session, such as: Board games, quizzes, light exercise, bowls and much more.</p>	<p><u>Let's Be There Mansfield</u> 7pm - 9pm Function Room at The Black Bull, Mansfield Woodhouse, Woodhouse Road, NG18 2BQ A group to help and support people to talk about their mental health. A supportive group of people coming together and being there for each other.</p>	<p>NON OPERATING TODAY</p>
<p>Mind Mental Health Sanctuary Every evening from 4pm - 9pm Face to face support at The MIND building, 14 St John Street, Mansfield, NG18 1QJ. Call 0115 844 1846 to talk</p>						





MANSFIELD WRAP AROUND SUPPORT TIMETABLE

WELCOME PLACES

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday/Sunday
NON OPERATING TODAY	Salvation Army Coffee Morning 10.30am - 12.30pm Victoria St, Mansfield NG18 5SB Tea, coffee and biscuits.	St Peters Church Coffee Morning 10am - 12:30pm Church Side, Mansfield NG18 1AP Drinks, snacks and a warm welcome.	Coffee and Cake 1pm - 3pm Chesterfield Road Methodist Church 196 Chesterfield Road South, NG19 7EE Tea, coffee, cake and chat.	Rooted 2pm - 4.30pm Oak Tree Leisure Centre, Jubilee Way S, Mansfield NG18 3RT Group involves crafts and cups of tea!	The Beacon Saturday 9.30 - 11.30 Wood Street, NG18 1QB Warm space with light refreshments and craft activities. Referral only
	Stacey Road Community Centre 10am - 12pm Stacey Road, Mansfield NG19 7JJ Tea, Coffee, crumpets and chat! Here you can also find support with food, finances and mental health.	Care For A Coffee 10am - 12pm Runs on a Tuesday and Wednesday Arena Church, 66 Leeming St, Mansfield NG18 1NG Coffee, chat, snack and play a game of pool!	Thursday Welcome Group Runs every other Thursday from 2pm - 4pm. Oak Tree Leisure Centre Jubilee Way S, Mansfield NG18 3RT Opportunity to meet other local people and join in with different activities each session, such as: Board games, quizzes, light exercise, bowls and much more.	Welcome Space 10am - 1pm Old Meeting House Mansfield, NG18 1QR Warm welcome, tea, coffee, snacks, warm meal. Books, magazine and toys for children.	Tea and Coffee Morning Saturday 10am - 12pm Brookside Hall Ladybrook Lane, Mansfield NG18 5JJ Tea, coffee, snacks. A warm welcome and place to meet new friends.
	Coffee and Cake 10.30am - 12.30pm Chesterfield Road Methodist Church 196 Chesterfield Road South, NG19 7EE Tea, coffee, cake and chat.			Switch Up 11am - 2pm Barringer Road Mansfield NG18 2DF Tea, Coffee, Cake and Chat.	

MANSFIELD WRAP AROUND SUPPORT TIMETABLE

PHYSICAL SUPPORT

Monday		Tuesday	Wednesday		Thursday	Friday
<p>Good Boost Mondays at 12pm Rebecca Adlington Leisure Centre Personalised exercise sessions so you can move more, have fun and feel better. Tel: 0345 000 0230</p>	<p>BABES Group Time: 1.30pm - 2.30pm Ravensdale Children's Centre Group for families to access Breastfeeding Support and share experience. Tel: 0115 9773 740</p>	NON OPERATING TODAY	<p>Good Boost Time: 9am Water Meadows Leisure Complex Personalised exercise sessions to help those attending to move more, have fun and feel better. Tel: 0345 000 0232</p>	<p>BABES Group Time: 09.15am- 10.30am Warsop Children's Centre Group for families to access Breastfeeding Support and share experience. Tel: 0115 9773 765</p>	<p>BABES Group Time: 10.00am - 11.00am Ladybrook Children's Centre Group for families to access Breastfeeding Support and share experience. Tel: West Mansfield Children's Centres: 0115 9773 763</p>	<p>Escape Pain Time: 10am - 11am Water Meadows Leisure Complex Information and simple ways to better manage your back pain A gentle, individualised exercise programme that matches your needs and pace. Contact Carolyn Hallam on 07718 194 711</p>
<p>Escape Pain Time: 10am - 11am Water Meadows Leisure Complex Information and simple ways to better manage your back pain A gentle, individualised exercise programme that matches your needs and pace. Contact Carolyn Hallam on 07718 194 711</p>	<p>BABES Group 1.00pm - 2.00pm Mansfield Woodhouse Children Centre Group for families to access Breastfeeding Support and share experience. Tel: 0115 9773 765</p>		<p>Arthritis Support Group 12pm - 1pm Water Meadows Leisure Complex Meet other people with arthritis and joint pain, share tips and experiences in a friendly environment. Contact Carolyn Hallam on 07718 194 711</p>	