

## Staff Code of Conduct

All staff must:

- Treat service users with respect
- Be honest and trustworthy
- Protect service users rights
- Promote service users independence
- Be accountable, act professionally, ethically and with transparency

## Confidentiality Policy

All information given by service users or by anyone who referred them to us is treated as confidential within LCH.

Information will be shared strictly on a need to know basis.

If service users have a Care Manager, Community Psychiatric Nurse or any other person involved in a professional capacity, the Supported Housing Officer may need to share confidential information with them.

If applicants have any concerns about LCH sharing information with other agencies, please discuss this with the Supported Housing Officer.

## Protection of Vulnerable Adults

The service wishes to protect service users from any form of physical, financial, emotional or any other type of discriminatory abuse.

If you wish to report or suspect that abuse is occurring please contact:

## Complaints:

Service users have the right to complain when they are not happy with the service and will be encouraged to do so. We aim to provide excellent services to our customers and welcome complaints as part of customer feedback which is used to improve services. Staff will always try to put things right as soon as possible.

A complaint can be made verbally, by telephone, in writing or by email. All complaints will be acknowledged within 3 working days. Further details can be obtained from your Supported Housing Officer or by contacting the

**Team Leader  
Anne Simon on 0207 938 2004.**

## London Cyrennians Housing

Address in full :

Tel:  
Fax:

# Spring Cottage Teenage Parent Scheme

## What is H&F Teenage Parent Scheme

HTP Scheme is a semi-detached house consisting of 8 x S.C. units inc. separate shower/toilet facilities with shared use of communal areas e.g. Laundry Room,.

## Aims of the Service:

- To provide temporary supported accommodation for 8 x 16-19 year old pregnant Teenagers or young mothers expecting who are leaving care or unaccompanied minors.
- Provide a secure, safe and responsive environment.
- To support service users in their preparation for independent living.

We provide the following services:

- Support with acquiring skills in setting up a home.
- Understanding and managing the rights and responsibilities of the tenancy agreement
- Support with developing domestic/life skills/social skills
- Support with claiming benefits
- Assistance with accessing culturally sensitive and culturally specific services available within the borough.

- Health and safety management
- Support with maintenance issues
- Support with resolving any difficulties or disputes with other tenants.
- Civil rights
- Exploration of Education and Employment opportunities

Housing Management Support - Provided by LBH&F.

Support Services provided by - LCH

### Criteria for Admission

Applicants should:

- Have been assessed by LCH/PAH team and be in need of supportive accommodation
- Be between 16-19
- Be Pregnant or have child under three years old
- Be able to demonstrate willingness to fully co-operate in their care plan/support plan
- Be committed to working with the assistance of a Support worker
- Be able to live with the medium level of support that is provided and have sufficient daily living skills
- Applicants must be able to cope with difficulties arising out of hours and able to access emergency services where required

### We will not be able to consider :

- People whose support needs are assessed as being higher than can be managed by the service
- People with a repetitive history of arson attempts
- People whose primary diagnoses are drug or alcohol related problems
- People with a current history of ongoing violent behavior

- Children over the age of three years old

### Referral Procedure

When a vacancy occurs LBH&F homeless team will be notified who will then contact a Manager at PAH team to find a suitable candidate.

When a suitable referral is received the Supported Housing Officer & Support Worker will aim to offer an interview within 5 working days.

All applicants invited for interview will be asked to demonstrate their suitability and willingness to work with staff.

After the interview if the applicant is successful a letter offering accommodation will be sent within 3 days of the interview. However if the applicant has been unsuccessful a letter outlining reasons will be sent within 3 days.

For a discussion about the service/and or an application form please contact:  
Tel:

### The Support Agreement

When service users move into Springcottage they will receive support from an allocated Support Officer.

They will be asked to sign a Support Agreement.

This will give details of:

- The support service that they can expect to receive.
- Support will be provided by LCH

### The Occupancy Agreement

Successful applicants are issued with a AST ? license agreement which sets out the rights and responsibilities of service users.

LCH has a comprehensive set of policies and procedures, giving clear guidelines and standards for providing an intensive housing management service.

LCH will consult tenants/licensees on any proposed changes that may affect their occupancy agreement.

Tenants are responsible for paying their rent regularly.