

هينة إسكان ليفربول LHT سعيدة بان توفر لك هذه المعلومات في شكل آخر مثلا على شريط كاسيت، بخطوط كبيرة، أو كتابة بريل أو مترجمة إلى لغة أخرى. فإذا كانت هذه الخدمة ذات فائدة لك، الرجاء الاتصال بمركزنا لخدمات الزبائن على الرقم: 01928-796000 وسيكونون سعداء بمساعدتك.

LHT 非常樂意為你以其他形式（如錄音帶、大字體或盲人凸字、或翻譯成其他語文）來提供這些資料。若是這項服務對你有幫助，請致電 01928-796000 聯絡我們的「客戶服務中心」，他們將會很樂意地幫助你。

LHT est heureux de mettre cette information à votre disposition dans un autre format comme cassette, en gros caractères ou en braille, ou traduite dans une autre langue. Si ce service vous est utile, veuillez contacter notre service clients (Customer Service Centre) au 01928-796000, et il se fera un plaisir de vous aider.

आपको यह सूचना किसी अन्य प्ररूप में, जैसे कि टेप, लार्ज प्रिन्ट या ब्रेल में, या किसी अन्य भाषा में इसका अनुवाद उपलब्ध कराने में एलएचटी को खुशी होगी। यदि यह सेवा आपके लिए सुविधाजनक है, तो कृपया हमारे कस्टमर सर्विस सेंटर से 01928-796000 पर सम्पर्क करें। आपकी सहायता करने में उन्हें खुशी होगी।

LHT پی خوشحاله نهم زانیاری یعت یو دابین بکات به شیویمکی تر وک شمريت ، چاپی گوره ، بریل ، و یان وهرگیران یو زمانیکي تر. ننگر سوود نمبینی لم خز محته ، تکایه پیو مندنی بکه به سمندر ی خز محتی مەعمیل لھسمر 01928-796000 ، و نھوان پی خوشحاله به یار محتی دانت .

LHT chętnie udostępni Państwu tę informację w innym formacie, takim jak: taśma magnetofonowa, duży druk lub w języku Braille'a bądź przetłumaczoną na inny język. Jeśli ta usługa przyda się Państwu, prosimy o skontaktowanie się z naszym Centrum Obsługi Klienta pod numerem 01928-796000, gdzie z przyjemnością pomogą Państwu.

LHT terá prazer em lhe fornecer estas informações noutro formato tais como numa cassete, em tipo grande ou em Braille, ou traduzidas noutra língua. Se este serviço lhe for útil, é favor contactar o nosso Centro de Atendimento ao Cliente no número 01928-796000 onde terão muito prazer em lhe prestar assistência.

LHT с удовольствием предоставит вам эту информацию в другом формате, например, на аудиокассете, более крупным шрифтом, азбукой Брайля или в переводе на другой язык. Если Вы хотите воспользоваться услугами нашей службы, звоните в наш отдел обслуживания клиентов по телефону 01928-796000, мы будем рады Вам помочь.

LHT waxay ku faraxsan tahay inay kuugu diyaariso akhbaartan qaabab kale sida cajalad, farta waaweynt ama Braille, ama in loo turjumo luqad kale. Haddii adeegani ku anfacyo, fadlan kala xiriiir Xarunta Adeega Macaamiisha 01928-796000, waxay ku farxi doonaan inay ku caawinaan.

LHT le puede proporcionar esta información en otro formato, tal como cinta de audio, impresa en caracteres más grandes o Braille, o traducida a otro idioma. Si este servicio le puede beneficiar, sírvase ponerse en contacto con nuestro Centro de Servicio al Cliente al 01928-796000 y con gusto le ayudaremos.

LHT is happy to make this information available to you in another format such as tape, large print or Braille or translated into another language. If this service would benefit you, or you require any further information please contact our Customer Service Centre on 01928 796 000 (local rate), and they will be happy to help you.



Policy Summary Tenancy Support Service



LHT is part of the Vicinity Group

Service Aims

Liverpool Housing Trust recognises that at certain times a person may need extra help or support to help to maintain their tenancy. This may be through services and advice provided directly by LHT or through our partner agents.

The support we provide will be tailored to meet each person's individual needs.

Eligibility

Tenancy support is available to any tenant of LHT who is experiencing difficulty managing their tenancy or may be at future risk as a result of their vulnerability.

A vulnerability can arise at any time or due to particular circumstances. Some examples of these are shown below:

- △ **Age / frailty**
- △ **Learning / physical disabilities**
- △ **Threat of domestic violence**
- △ **History of homelessness, imprisonment / tenancy loss**
- △ **Mental health problems**
- △ **Drug & / alcohol problems**
- △ **Teenage pregnancy**
- △ **Recent bereavement**

Referral

A referral for Tenancy Support should only be made with the express consent of the person needing help, unless a clear risk has been identified, or if there is a mental capacity issue.

We will acknowledge each referral within 5 working days of receipt and will arrange for a Tenancy Support Officer to visit within a further 10 working days.

Assessment

A Tenancy Support Officer will carry out a needs and risk assessment to identify the type of support required. A support plan will then be developed with the tenant outlining agreed aims and goals. The tenant will be kept fully informed of all actions taken on their behalf and progress made towards these aims.

Monitoring

We will closely monitor the support we provide and that provided by our partner agents. We will also keep in regular contact with each person receiving support and periodically as agreed where support has recently ended. Visiting support may also be provided by locally based LHT staff (e.g. Estate Wardens).

All front line Housing and Support Team staff delivering this service will have received enhanced Criminal Records Bureau (CRB) checks.

Services Provided Directly by LHT

Adaptations

Liverpool Housing Trust is committed to provide minor and major adaptations where possible, to help promote independence, security and dignity for tenants within their own homes.

Lifeline Alarms and Telecare “Assistive Technology”

LHT helps to promote the security, independence and well being of vulnerable tenants by ensuring that when needed they are able to access lifeline alarms and telecare services. We work with Local Authorities and suppliers to ensure that a full range of services are available to meet an individuals needs.

Some examples of lifeline / telecare devices are:

- △ **Movement / non-movement sensors**
- △ **Falls sensors**
- △ **Fire / smoke alarms**
- △ **Automatic lighting sensors**
- △ **Window / door sensors**
- △ **Carbon monoxide sensors**
- △ **Gas shut off devices**
- △ **Medication reminder systems**

Gardening

LHT recognises that some vulnerable tenants may not be able to maintain their gardens due to a disability or long term illness. In order to qualify for gardening help a person will need to meet three of the four eligibility criteria below:

- 1. Person over 60 years of age**
- 2. Not able to do the gardening work themselves**
- 3. No other person living in the property able to do gardening**
- 4. Registered disabled / in receipt of a disability benefit**
(The service user will be responsible for charges associated with this service)

Benefit / Debt Advice

We offer all our tenants advice in relation to maximising their benefits. This may initially be given directly by Housing or Tenancy Support Officers but also through our Resource Advice and Information Service (RAISE). RAISE are also able to provide debt counselling and budgeting advice.

Advocacy

We will advocate on a persons behalf to ensure they receive the services and support they need. This may include:

- △ **Housing advice / help with forms**
- △ **Applying for grants**
- △ **Fire safety checks**
- △ **Connecting utilities**
- △ **Finding furniture**
- △ **Advice on support available locally**

We are however unable to advocate in all circumstances, especially if this would result in a conflict of interest with LHT.

Agency Floating Support

Floating Support is short term support funded by the Supporting People Grant to help a person develop and achieve independence. If emotional or specialist personal development needs have been identified, we will work with our external partners to deliver these outcomes. These may include:

- △ **Education / employment training**
- △ **Emotional support / befriending**

- △ **Life and domestic skills training**
- △ **Support when setting up a new home**
- △ **Counselling**

We work with a wide range of partner agents many of whom specialise in providing support to specific client groups.

If a partner agent has a waiting list for its services, we will advise how long a person may have to wait for their support. Support will be brought to an end when a service user agrees that no further action is needed and support plan outcomes have been achieved.

How Tenancy Support is Funded

The Tenancy Support service is funded mainly by LHT's own resources and where possible at no cost to the tenant. If specific services are chargeable e.g. lifeline / telecare or gardening, a person may be eligible for financial assistance to meet these costs.

Confidentiality

We will regard any information about service users as confidential unless they decide otherwise. If we need to discuss a persons support needs with carers and other services involved in providing care and support, we will only do so with their express consent.