



Strand Foyer



**79 Strand Road
Derry ~ Londonderry
BT48 7BW
T: 028 7128 1155**

Manager – Louise Montgomery

Last reviewed – 1st July 2020

About Strand Foyer

Situated on the Strand Road in Derry~Londonderry city centre, the Foyer is located close to local shops, amenities as well as the NWRC and Ulster University. The Foyer offers accommodation and a range of support services for young people aged between 18-25 years old.



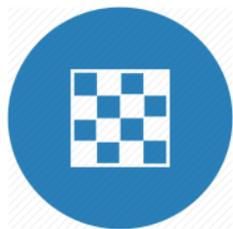
24 hour staffing



Secure entry system



Laundry facilities



Activities programme

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Our Statement of Purpose

Our aims, objectives and philosophy of care (SPT1.1.b)

We aim to help you remain as independent as possible by promoting choice, well-being and supporting you in the following areas:

- Ability to manage housing costs
- Ability to arrange provision of services to keep own home habitable
- Ability to maintain the security of own home, ensuring personal safety
- Ability to maintain health & safety in own home
- Development of practical living skills
- Ability to establish a stable place in the community.

Helping us to create a safe and supportive environment will be the following values:

- Dignity & respect
- Independence
- Rights
- Equality & diversity
- Choice
- Consent
- Confidentiality
- Safety.

When you move in we will work with you to create a tailored support plan which we will review on a regular basis. The support we provide will be based on your individual needs and wishes.

Our services explained (SPT1.1.a)

When you move in we will make sure that you have someone to support you and make sure that we can meet all of your needs. We provide a range of support & care services including:

- **Support**

We will provide support, and work with you to develop an individual action plan to achieve your goals.

- **Laundry facilities**

Laundry facilities are available within the building.

- **Transport**

We will support you to access transport.

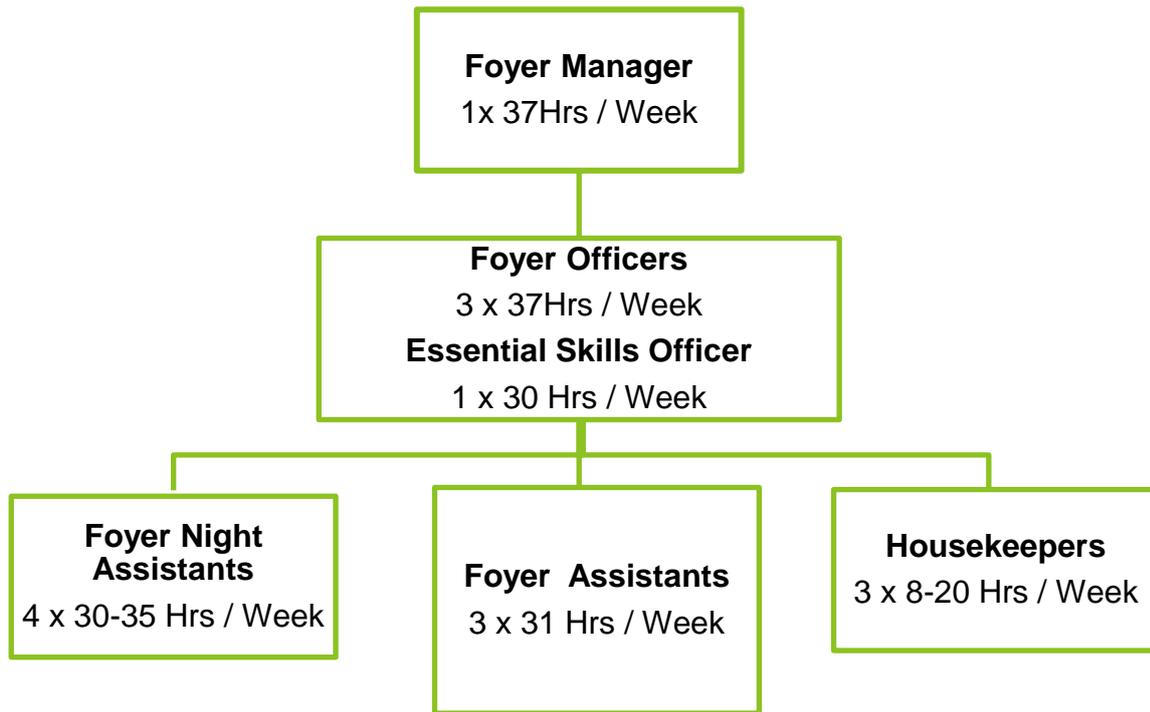
- **Training**

We will support you to access training and education programmes.

- **Activities programme**

We offer a wide range of activities & events which you are welcome to take part in and help to plan.

Staffing arrangements and relevant qualifications (SPT1.1.c)



Our team have a range of qualifications:

- Foyer Officers hold a third level qualification AND ILM Level 3 Certificate in Leadership Management
- Foyer Assistants and Foyer Night Assistants hold a minimum of 5 GCSEs including Maths and English.

All our staff must meet a minimum level of qualifications and experience depending on the individual job role.

Supporting People currently fund the full time equivalent of 7.79 staff for the provision of housing related support services.

Applying for accommodation (SPT1.1.c, SPT1.1.d & SPT1.1.f)

If you would like to apply for a place at Strand Foyer you should request an application form by contacting the scheme directly, or by contacting Apex Housing:

Apex Housing Association
10 Butcher Street
Derry-Londonderry
BT48 6HL
Tel: (028) 71304800

Given the nature of the accommodation provided, referrals will be accepted from the following: statutory and voluntary agencies including the NIHE; Social Services; community based groups; General Practitioners; Probation Board; PSNI etc. Self referral is also accepted. An application form may be forwarded to the referral agent by post, e-mail or by hand delivery.

Where an application to Strand Foyer is being considered, it should be noted that the following criteria apply in line with SH01 Application, Assessment and Allocation Policy – Strand Foyer:

- The scheme is for young people aged 18 – 25
- The applicant is homeless or in housing need
- The applicant does not have a history or display persistent and/or extremely violent behaviour
- The applicant is not experiencing mental illness symptoms whereby they are a serious risk to themselves or others
- The applicant is able to look after own personal and domestic needs
- The applicant will fully participate in the support planning process to enable them to achieve their maximum level of independence.

You should complete the application pack as fully as possible and return it directly to the Strand Foyer. Any outstanding information will be collected by the Foyer Officers once the form has been received.

All agencies referring applicants to the Strand Foyer are required to provide any other additional information, which they deem relevant to assist Strand Foyer staff in making an informed decision about the suitability of the applicant.

As an integral part of your support plan, a strategy and programme of support will be established to enable you to eventually move on from the Strand Foyer. This will be managed in line with the Association's SLG07 Move On Policy.

Managing your Apex tenancy (SPT1.1.f)

As our resident we will ask you to commit to a License Agreement which will explain your responsibilities as well as ours.

You are responsible for:

- You are responsible for:
- Paying your charges on time (see 'Our charges')
- Keeping the inside of your home clean and in good repair
- Reporting any damage or defects to us promptly
- Allowing us or our contractors access to inspect or carry out works in your home
- Agreeing and keeping to your support plans and shared living agreement
- Following any health, safety and fire instructions provided by us
- Not having an animal in your home without our permission
- Not causing a nuisance, noise or harassing others (or allowing visitors to do so).

We are responsible for:

- Allowing you to occupy your home
- Providing you with the services detailed in you agreement
- Keeping your home in good repair (heating, plumbing etc.)
- Tell you about any repairs and tell you when we will complete them.

If your circumstances change or you would like to move we will work with you to find suitable alternative accommodation which meets your needs.

If you breach the terms of your agreement we may serve a Notice to Quit which will give you at least 4 weeks' notice that we wish to terminate your agreement. You must give us vacant possession of your home and return the keys to us on expiry of this 4 weeks' Notice to Quit. If you have been living in your home for more than 5 years we will give you 8 weeks' notice and if you have been there longer than 10 years 12 weeks' notice will be given.

In exceptional circumstances where there has been violence or aggression the Housing & Care Services Manager/ Supported Housing Manager can agree to reduce the notice period to either 7 days or immediate notice. This decision will be taken where there is a risk of further violence or danger to our staff and other residents.

About Apex Housing Association

Apex Housing Association is a major housing association managing a stock of over 5,000 homes. Our business is housing and associated care and support services. We provide:

- General needs housing for families and single people
- Purpose built accommodation for older people and families with complex needs
- Supported housing for people with individual needs, including those with mental ill health; learning disabilities; alcohol/ drug addictions; and those who are physically disabled
- Support services for vulnerable groups under the Supporting People programme
- Community buildings under the management of local communities.

Apex leads the way in building sustainable communities through the delivery of quality, affordable homes including tailored support & care services. Underpinning this mission are our values:

- We care
- We take ownership
- We do things well
- We work together
- We show respect.

Apex is governed by a Board of Management which is responsible for the overall control of the affairs of the association whilst our Chief Executive is responsible for ensuring compliance with legislative requirements as well as management & delivery

of services. The Chief Executive delegates responsibility for operational activities/ objectives to departmental Directors. The Housing & Care Services Manager/ Supported Housing Manager is responsible for the daily management of Supported Living schemes; ensuring legislative and regulatory compliance as well as promoting best practice.

Telling us when something has gone wrong

Apex appreciate that sometimes things go wrong and our tenants may be unhappy with the service they have received; we encourage our tenants to speak to the Manager should they have any concerns or complaints. Tenants can also make a formal complaint directly to the Association; more information can be found in our Complaints and Compliments Leaflet (available from the Manager or Head Office) or by contacting us on **028 7130 4800**.

Other important information

Legislation and best practice (SPT1.1.e)

We work hard to promote equality, target disadvantage, promote social inclusion and ensure high quality services. We will strive to uphold your human rights in everything that we do. Apex has a range of policies designed to protect you and others including:

- Confidentiality
- Complaints
- Privacy & Dignity
- Adult Safeguarding
- Health & Safety
- Freedom of Information
- Equality.

Further information on and copies of any relevant Apex policies are available on request from the Manager or Apex Head Office.

In providing our services we also aim to contribute to the Homelessness Strategy for Northern Ireland 2017-22 (NIHE).

Regulation and inspection

Apex is subject to regulation and inspection to ensure that we continue to provide the highest possible standards. Reports relating to inspections can be requested from the Manager.

Professional boundaries

Our professional boundaries ensure staff maintain the organisation's values whilst acting to:

- Protect the health, safety and welfare of everyone
- Protect against undue pressure or allegations
- Provide support & care in a professional and compassionate way
- Ensure receives a fair service
- Ensure consistency across all services.

Our staff will:

- Avoid overly familiar language, endearments, sexually explicit language, rough play, physical contact etc.
- Be consistent with the support/ care plan and be carried out sensitively with consideration of privacy & dignity
- Work to diffuse challenging situations to avoid use of restraint; only use restraint where it is absolutely necessary to prevent harm to the tenant/ resident, others and staff. Any restraint should be proportionate and must be fully recorded, reported and reviewed
- Only record images with your consent
- Not engage in any inappropriate or dangerous behaviour involving tenants/ residents/ staff must be reported to the manager. This includes the sharing of inappropriate information via text, social media etc.

You will be expected to behave appropriately by:

- Not asking our staff for personal information unrelated to work
- Not giving our staff personal information unless necessary for your support/ care
- Not ask our staff to carry out tasks not included in your support/ care service
- Not offer gifts/ cash other than of a token nature to staff. Our staff are required to report all gifts to the manager
- Not forming inappropriate relationships with our staff.

More information on professional boundaries can be requested from the manager or by contacting us.

Approval & implementation

Date Approved	Approved By	Date Implemented
1 st July 2020	Muriel Sands Housing & Care Services Manager	1 st August 2020

Change box

Issue No.	Section	Description of Change	Changed By	Date
1	Entire document	New template, headings and mapped to Supporting People Requirements (QMT T.1.1a-f.). Information specific to Strand Foyer inserted.	Jim Condren & Louise Montgomery	July 2020