

Supported Lodgings Young Person's Guide



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Welcome

Welcome to your host family and to Step by Step Supported Lodgings

This guide will provide you with information about Supported Lodgings and to try to answer some of the questions you may have.

We will do all we can to help you be **happy, healthy** and **safe**.

We want you to feel listened to and feel able to tell us about how you're feeling and what you need.

This booklet will explain to you what you can expect whilst you are living in Supported Lodgings with Step by Step and what you can do if you want to suggest changes.

If you still have questions after reading this guide, you can **ask your Support Worker** for help.

You can get in touch with the Supported Lodgings service at:

supportedlodgings@stepbystep.org.uk
01252 411107

About Step by Step

OUR VISION

For every young person facing adversity, including homelessness, to realise their aspirations and reach their full potential.

OUR MISSION

Empowering young people and preventing homelessness.

OUR VALUES

- Excellence in all we do.
- Teamwork through successful collaboration and partnerships.
- Honesty and openness.
- Ownership of our work, words and actions.
- Strength by building courage and resilience.

We can also offer you support from other Step by Step services:

Launch



Offers advice for young people on housing options, rent deposits, benefits advice, sexual health advice and guidance, and health and wellbeing.

Opportunities Fund

This is a fund that is available to support you financially with items and services that will enable you to progress. For example, bus passes, work clothes, food vouchers and items to support with move on.



What is Supported Lodgings?

There are many young people who are in Supported Lodgings and for lots of different reasons can't live at their family home. During this time, they live with a host family who will support them in developing independent living skills.

You will be staying with a **Supported Lodgings host**. They may be a single person, male, female or non-binary. They may be married or living with a partner. They may or may not have children of their own.

They will be registered with Step by Step Supported Lodgings Service. **We hope you will like living with your host**. Your Support Worker will talk to you more about your stay and what you can expect to happen during your time in placement, including making plans for your future, such as getting into education or employment, working out where you want to be long term.

While you are living with your host, you will be renting a room and sharing other areas of the home with them. You will sign a placement agreement which will tell you the rules and any conditions that apply to your stay in Supported Lodgings.



Your Placement

Hosts - Who are they?

Hosts provide a room and shared areas of their home for you to live in and provide support for you during your stay.

They provide you with a safe and comfortable environment. You will have your own bedroom, but you will share the kitchen, bathroom and lounge area with the host and their family.

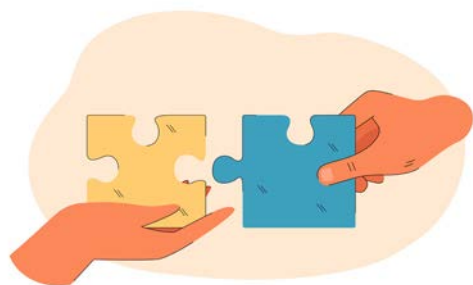
Your host is there to:

- Offer support, advice and guidance.
- Help you develop independent living skills.
- Support you with your education, or employment choices.
- Explore training opportunities with you.
- Help you understand how to manage a tenancy for when you move on in the future.

Hosts support you during your time in placement

They can support you with attending important meetings, help you with job hunting, going back to education or getting into apprenticeships. They will work with you and your Support Worker to achieve your goals. They can help you find activities in your area, such as swimming, cinema, playing football, art classes or anything you may be interested in.

They are there for you to talk to about any worries or concerns you may have.



Celebrate your achievements

Listen to you

Education

Your Support Worker, host and, if you have one, your Social Worker or Personal Advisor will support you to access education locally. They will make sure that arrangements are made for you to get there every day.

Your host will ensure you have a space in your room for studies and access to the internet.

If you have any questions about your education, employment or training please talk to your host first and they can involve your Support Worker, Personal Advisor or Social Worker to help you sort out any issues.



Health and Wellbeing

Your host will help you make sure that you know how to stay healthy and happy. They will help you to register with a doctor and a dentist. They can also support you to arrange any other appointments that you might need.

Mental Health

It is really important for us to be aware of our own mental health and what makes us feel positive. Everyone at some stage will struggle and need extra support with theirs and this is where we can listen and help. Some signs may be feeling low in mood, unmotivated, constantly fed up, isolated and at times even physically sick.

Talk to us about how you're feeling. We're here to listen.

These feelings could become so overwhelming you may have suicidal thoughts which could lead to needing support from a GP or counsellor. **This is OK.** Sometimes you may feel you want to talk to someone about what you are feeling and the thoughts you may be having. **This is OK too.** Don't worry if you are not comfortable yet with your host or your Support Worker to do this. If you have a friend that you know will help, you can talk to them or you can contact someone from the services in "**Who to Contact**" below.

Who to Contact



Samaritans – for everyone Call 116 123 Email jo@samaritans.org
Campaign Against Living Miserably (CALM)
Call 0800 58 58 58 – 5pm to midnight every day
Or visit the website chat

Papyrus – for people under 35
Call 0800 068 41 41 – 9am to midnight every day (will support people who are concerned about people who are suicidal as well)
Text 07860 039967

Childline – for children and young people under 19
Call 0800 1111 – the number will not show up on your phone bill

SOS Silence of Suicide – for everyone
Call 0300 1020 505 – 4pm to midnight every day
Email support@sossilenceofsuicide.org

Assistline 0800 689 5652 – over 18's, available 24/7

Shout Crisis Text Line – for everyone, available 24/7
Text "SHOUT" to 85258

Interests, Culture & Background

Interests

Please **share your interests** with your host. We all want you to be able to enjoy life and get involved so talk to us. Whether its team sports like football or netball, martial arts, swimming, gardening, going to the cinema, going on country walks, keep fit, reading, cycling, playing a musical instrument.

We are here to help.

Culture and Background

Our **hosts understand** that you may have to overcome some challenges during your stay. Often communicating what you need can be a struggle for anyone, but particularly when English is not your first language. Our hosts will do all they can to help you through this transition. During your placement reviews and other professional meetings, we will ensure you have an interpreter to fully explain what is happening.

Our hosts, Support Workers and your Social Worker or Personal Advisor will do all they can to enable you to follow your religious, cultural beliefs and practices. If you have special dietary needs, for example Halal meat and poultry, they will help you to find a shop that sells this. If you need a prayer mat or religious books, they will support you to get these, along with finding your nearest place of worship.

Our cultural differences are something we can share with each other and be **proud of.**

Everyone wants you to feel comfortable and accepted

Goal Setting

When you move into Supported Lodgings, one of the things your Support Worker will discuss with you is **setting goals**. It is important that they are personal and set around what you want to achieve. Our aim is to help you develop your independent living skills, expand on your goals and ambitions and prepare you for moving on to your own accommodation.

Your goals could be to pass your exams, go on to university, get a dream job, find employment, learn to drive or develop a new hobby. **Your goals are personal** and can be shaped around your circumstances too, so could be linked to drug and alcohol use or improving personal relationships.

It is important you **set practical goals** as well such as learning to cook some basic meals, budgeting your money, doing your own laundry, opening a bank account. The key is that they are important to you.

Talk to your host and Support Worker about your goals – together we can help make them achievable.

Remember:
We are all here
to help you



SPEAK OUT!

Get Heard. Make a Difference.

Being a part of Supported Lodgings, **your opinions matter**. We believe in you and want you to achieve your goals. We want you to Speak Out! and to be heard.

It is important for us to listen to the young people we support. You can help shape our service so that it is better and make sure it meets young people's needs, we want you to have a say in the way we do things. We can only **learn from you** so please be honest and open with us about what worked, what didn't and what was ok and what we could change. We are listening.

If you want to be part of Speak Out! there are lots of different roles to suit you as an individual you can be invited to Away Days, help develop ideas, get involved in advertising, making videos, mentoring other young people and you will get **pizza!**

Great for your CV



Speak to your
Support Worker
to get involved!





Family and Friends

Whilst in Supported Lodgings we want to encourage you to have **healthy positive relationships** with the family and friends that you chose. It is important for everyone to have a support network around them.

If you are unsure what contact you can have with your family, your host can support you to speak to your Social Worker or Personal Advisor and find out. This is **your home and your safe space**; you can develop your relationships at a pace that works for you.

We also encourage you to **get involved** in activities that may be happening locally. Speak to your host about places in the community where you can meet new people, make new friends and continue to develop the relationships you already have.

Expectations

You can expect staff and hosts to:

- Work with you to reach your goals
- Help you develop your life skills
- Keep your personal information safe
- Listen to you
- Treat you fairly
- Help you to apply for benefits
- Help you maintain your education
- Help you find training or employment opportunities
- **Respect and never judge you**



Staff and hosts expect you to:

- Treat them with respect
- Respect the hosts family members and visitors
- Abide by the placement agreement and any set house rules
- Be respectful of boundaries
- Work with them to help you achieve your goals
- Talk to them, tell them when there is a problem, or you are not feeling in a good place.
- Attend your placement reviews
- Monitor your Universal Credit Journal daily for updates, information requests or appointments (18 and over)
- Attend college, training or work
- **Have some fun!**



Concerns and Complaints

If you are unhappy with your placement, or feel you are not being supported the way you should be, **you have the right to make a complaint**.

Depending on the nature of your concern or complaint you can speak directly with your host or Support Worker or, if you have one, your Social Worker or Personal Advisor.

If your concern or complaint needs to be discussed independently you can contact one of our managers using the contact details below:
Email – managementSL@stepbystep.org.uk
Call our main office on 01252 346100

Or you can use our website www.stepbystep.org.uk. Go to Contact Us and complete the online form to raise your concern or complaint.

A member of the senior team will be in contact within **5 working days** to further explore the nature of the complaint. You can then expect a response with a resolution or detailing next steps within a **further 5 working days**.

If you have any other feedback or suggestions you want to share with Step by Step, please speak to your Support Worker about how to get involved in Speak Out.



Useful Information

Childline

If you want to talk to a grown up about anything that is bothering you, you can call childline on 0800 11 11 and they will try to help you.
www.childline.org.uk

National Youth Advocacy Service

youngpeople.nyas.net
Helpline: 0808 808 1001

Hopeline

Call 0800 068 4141

NSPCC

If you are having a bad time at home, being bullied at school, or if you are worried about something, you can ring the NSPCC free on 0800 800 5000.

Ofsted

Ofsted are responsible for making sure we are doing what we should be doing in running Supported Lodgings services. You can contact them on 0300 123 1231.

Contact Us



supportedlodgings@stepbystep.org.uk

01252 346100

Step by Step Supported Lodgings, 36 Crimea Road,
Aldershot, Hampshire, GU11 1UD

