

Support Agreement

1 This support agreement is made between:

YMCA London City and North

also referred to in this agreement as “the Support Provider” or “we” or “us”

and..... *(Insert name of individual)*

also referred to as “you” or “the service user”

This agreement is made on..... (insert date).

2 The purpose of the agreement

2.1 This agreement sets out:

- 2.1.1 the support service you can expect to receive from us while you live at YMCA London City and North
- 2.1.2 the charge for the support service
- 2.1.3 what we will expect from you.

3 Payment of Support Charges

- 3.1 We do not charge you for the support that you will receive while you live at YMCA London City and North. We do however draw your attention to the Licence Agreement which sets out your rent payment responsibilities.

4 Our responsibilities to provide the support service

- 4.1 We will provide you with a Housing Options Officer who will be responsible for providing you with support during your stay at the project.
- 4.2 Your Housing Options Officer is:.....
- 4.3 Your Housing Options Officer can be contacted directly via email or via Reception.
- 4.4 If there is an emergency in out-of-hours you can contact the reception/night security who will contact the On-Call manager
- 4.5 The Housing Options Officer will work with you to:
 - (a) assess your support needs and identify goals to be achieved
 - (b) agree a plan with you based on what you need to do to meet these goals

- (c) support you to meet the goals identified in your support plan by providing the support or signpost you to other agencies who can provide support.
 - (d) agree regular meetings with you to review and revise your support plan
 - (e) keep records of the meetings and provide you with a copy
- 4.6 The standards of the support service you can expect to receive are attached as schedule 1 of this agreement

5 Your Rights

5.1 Confidentiality

You have the right to have confidential information we may hold about you protected from unauthorised disclosure. We will ensure that personal information about you is confidential to the staff team and their managers who work with you. We will ask your permission in situations where we are asked to share information with third parties except in specific circumstances which are specified in our confidentiality policy. A copy of the policy is available (if required) from the Housing Team Office.

5.2 Right to information

- (a) You have the right to receive information from us about the way we operate the terms of this agreement and about any of our policies and procedures relevant to the support service we provide.
- (b) You have the right to access information we have on file about you, except in the circumstances specified in our Access to Information Procedure. A copy of the policy is available from the Housing Team Please ask your Housing Options Officer should need it.

5.3 Right to Fair Treatment

- (a) You have the right to be treated fairly and without discrimination by us
- (b) You have the right not to be harassed or discriminated against in our performance of this agreement

5.4 Right to advocacy, representation

You have the right to have an independent advocate or advisor in your dealings with us. At your request we will take reasonable steps to help you to find someone to fulfil that role.

5.5 Right to be Consulted

You have the right to be consulted about the services we provide and about any changes that we propose.

5.6 Right to complain

You have the right to use a complaints procedure by which you can complain about any aspect of our service. The complaints procedure and QR Codes are available from a Housing Options Officer and reception.

- 5.7 If you are still dissatisfied after the complaint's procedure has been exhausted, you have the right to complain to the **Supporting People** team of the Administering Authority which is the Local Borough.

6 Your responsibilities

- 6.1 You must meet with your Housing Options Officer to:
- (a) agree your support needs
 - (b) identify the goals to be achieved. Goals need to be **SMART**
 - (c) agree a plan based on what you need to do to meet these SMART goals
 - (d) agree regular meetings to review and revise your support plan
 - (e) To initiate a support plan, Risk Assessment or needs assessment review at anytime

7 Using the Support

- 7.1 You have been offered accommodation on the basis that you have agreed with us that you need the support. If you no longer wish to receive support, you should discuss this with your Housing Options Officer. If you or your Housing Options Officer do not agree on the next course of action you can discuss this with the Site Lead.

8 Moving On

- 8.1 If you no longer require the support offered and as a result the accommodation you occupy is no longer appropriate for you to occupy, we will use our best endeavours to help you to find suitable alternative accommodation. Please note we don't have influence over the allocation policy of external providers.

9 Ending the agreement

- 9.1 If you want to end this agreement you must give us two weeks' notice in writing.
- 9.2 We may end the support agreement with you by giving you one week's notice. The circumstances in which we may give notice include: -
- (a) it is agreed that it is no longer appropriate for you to receive the support
 - (b) following a review of the support plan it is agreed that it is no longer appropriate for you to receive support
 - (c) you repeatedly refuse to accept the support offered by our staff
 - (d) the *Supporting People* Administering Authority decides that another organisation should provide this support.
 - (e) the *Supporting People* Administering Authority decides that we should no longer provide support.
 - (f) Your license agreement has been ended
 - (g) you serve us/the landlord notice of your intention to end your tenancy
- 9.3 We aim to provide a healthy, safe, and caring environment where young people, visitors and staff members are treated with respect, honesty, and dignity. Any behaviour contrary to this is unacceptable and will not be tolerated. We reserve the right to terminate this agreement immediately if you present a serious risk to our staff because of your threatening or violent behaviour or harassment.

10. **Signatures**

Signed by the Resident

Signature

Resident

Date

Signed on behalf of YMCA London City and North

Signature

Name

Position

Date