



**GaTEWAY North Yorkshire:
An accommodation and health promotion related support
service for Gypsies, Roma, Travellers and Showpeople**

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What is Horton Housing?

Horton Housing is a voluntary sector, not for profit organisation. At Horton we aim to meet the housing and support needs of some of the most socially excluded and vulnerable people in our community. To achieve this we have developed a range of services to offer both quality and choice. GaTEWAY North Yorkshire is one of the services that we provide.

What is GaTEWAY North Yorkshire?

GaTEWAY North Yorkshire is an accommodation and health promotion related support service for Gypsies, Roma, Travellers and Showpeople (GRTS) across North Yorkshire.

Our support is short-term. It can range from very brief involvement up to a maximum of two years. We provide informal support through our Drop-Ins and One-Off Outreach Appointments, as well as Welfare Needs Assessments, through to more formalised structured support, usually lasting up to six months, but no longer than two years

GaTEWAY NY also provides a range of involvement and participation opportunities and activities for GRTS. In addition, we deliver cultural awareness raising training to stakeholders and the wider community, as well as hosting Local Liaison Groups aimed at improving access and engagement for GRTS communities.

GaTEWAY NY is jointly commissioned by the Supporting People Partnership of North Yorkshire.

Who is GaTEWAY North Yorkshire for?

GaTEWAY North Yorkshire is for you if you meet the following criteria:

- Gypsy, Roma, Traveller or Showperson
- Aged 16 or over
- In need of accommodation and/or health promotion related support either to remain in your own caravan on a site, move into other accommodation or maintain your travelling lifestyle.

GaTEWAY North Yorkshire can support single people, couples, families and older teenagers.

Where there are more people who need the service than there are vacancies, priority is given to the person assessed as most vulnerable, and/or most at risk. Support services are allocated in line with GaTEWAY's Selection & Allocation Policy, which is available on request.

If you have any special requirements or needs we will see if we can meet them as part of the initial assessment.

We do not provide a service that includes bathing, cleaning, shopping or other tasks generally referred to as "personal care".

How much does it cost?

You will not be charged for the service provided by GaTEWAY North Yorkshire.

What do we hope to achieve at GaTEWAY North Yorkshire?

Our main aim is to support Gypsies, Roma, Travellers and Showpeople to maintain their cultural identity, to develop the skills and confidence necessary to allow them to live independently and achieve positive outcomes

We also aim:

- To provide an accessible, responsive service for GRTS, in any tenure, who may have difficulty accessing accommodation or services.
- To prevent homelessness and support GRTS in maintaining their choice of accommodation and lifestyle.
- To support GRTS in developing the skills and confidence to live independently in their chosen setting, whether on sites or in housing.
- To support and encourage improved access to other services that can help with health, well-being, education and accommodation for GRTS.
- To increase engagement and community cohesion amongst GRTS and the wider settled community

Our objectives are to:

- To work with people referred to the service to assess their support needs and draw up agreed plans of accommodation and/or health related support tailored to their individual needs and circumstances.
- To work with clients to enable them to gain confidence and develop the skills required in managing their home, and living as independently as possible, in accordance with their own wishes and aspirations.
- To identify and liaise with additional sources of support that may be able to assist the client, and make referrals or assist the client to access other relevant agencies, such as Housing Providers, CPNs, GP/Health Services, Training Providers, DWP and other statutory and voluntary agencies.
- To encourage the use of mainstream services and signpost people to those most appropriate to their needs.
- To contact or make referrals to other services where there is concern for the well being of the client or others.
- To empower the people we work with by actively encouraging participation in developing and achieving their longer-term goals in accommodation, health, training, employment, safety and security.

- To promote financial well-being, including providing information on budgeting, maximising welfare benefits and other improvements that could be made to the economic circumstances of individuals and families.
- To build and sustain relationships, through the development of Local Liaison Groups, with providers of other housing, health, education and social care services across North Yorkshire, and across authority boundaries.
- To improve access to services for GRTS through cultural awareness training and activities, and involvement in development of local policies and strategies.
- To monitor and evaluate service provision.

Outcomes

We intend our services to have positive outcomes for the people we work, with in terms of:

- Reduced risk of social and cultural isolation.
- Improved housing situation.
- Increased ability to manage accommodation successfully and live independently.
- More stable way of life.
- Maximised income and reduced debt, through welfare benefit and debt counselling advice, and through improved money management skills.
- Improved health and well-being.
- Better access to health care, in particular GP and Dental Services;
- Reduction in crisis hospital admissions and Accident and Emergency attendance.
- Support networks having been explored and established, with links to specialist and statutory services to address complex and multiple support needs.
- Reduced incidences of offending or anti-social behaviour, or involvement in activities that in some way could be harmful.
- Reduction of incidences of harassment or abuse.
- Improved self-advocacy skills to further independence
- Increased participation in paid work, training and/or education
- Increased participation in leisure, cultural, faith and/or informal learning opportunities

What's it like at GaTEWAY North Yorkshire?

Our service is flexible, and will try to meet your needs and support you in the way that is best for you and your current circumstances. Support can range from very brief involvement up to a maximum of two years. We provide informal support through our Drop-Ins and One-Off Outreach Appointments, as well as Welfare Needs Assessments, through to more formalised structured support, usually lasting up to six months, but no longer than two years.

Following initial contact with yourself, we will decide with you, how you would like us to provide support. Contact will be through a local Support Worker, and will be flexible and arranged to suit individual needs. We do not set clear time limits on support sessions as we recognise that support needs vary from person to person.

Clients receiving more formal support will have a full needs and risk assessment, before they are accepted onto the scheme. Clients are also asked to sign a Client Agreement before support starts. A support and risk management plan is agreed with both support worker and client and this is reviewed regularly. This is an important way of setting out goals, working towards achieving them and being able to see progress made. You can involve carers, other professionals or anyone you wish in your support planning.

The service is available between 9am and 5pm, Monday to Friday. If support is necessary outside these hours, it will be considered on an individual basis.

We deliver a series of regular Drop-In sessions in every District/Borough of North Yorkshire. More information is available on our Drop-In Posters.

We also have a Telephone Advice Line, which is available at any time of day, to text or leave a voicemail. A Support Worker will contact you back the next working day. The telephone number is 07584015746.

The Drop-Ins and Telephone Advice Line are open to any Gypsy, Roma, Traveller or Showperson requiring one-off accommodation and/or health promotion related support, including previous and current clients, and those on the waiting list. Support is immediate. No appointment is necessary, and clients are seen on a first-come, first-served basis. Drop-Ins are advertised locally.

What support does GaTEWAY North Yorkshire offer?

Support is tailored to individual needs. Staff and clients work this out together. We call this "needs assessment and support planning".

At GaTEWAY North Yorkshire, we offer a range of support services that can include the following:

- Help to find or keep sustainable accommodation.
- Help with settling in, good neighbour relations and keeping to a tenancy or licence agreement.
- Support in applying for planning permission.
- Help dealing with finances, for example, budgeting, bills, correspondence, welfare benefits, rent arrears or debts.
- Help to establish personal safety and security.
- Advocacy and liaison with landlords, utility services and/or other relevant agencies, to raise awareness of individual and GRTS cultural needs.
- Advice with issues around home maintenance and self care.
- Identifying appropriate agencies to provide specialist support, healthcare, and health promotion, and assisting with access to these.
- Emotional support during stressful times to try and prevent loss of accommodation and/or health deterioration, through inability to cope.
- Encouragement to establish and maintain support networks where appropriate, with both family and friends, and professional support.

- Support to help engage in the wider community and develop social networks e.g. through education, training, employment, access to cultural and religious resources, community groups, voter registration.

What other things do GaTEWAY North Yorkshire do?

In addition to offering direct support to Gypsies, Roma, Travellers and Showpeople, at GaTEWAY North Yorkshire, we also provide a range of involvement and engagement opportunities for GRTS communities, and are involved in policy and campaigning work. This includes:

- Involving GRTS in the delivery of the project, through recruitment as volunteers
- Supporting GRTS volunteers to run community-led group activities and Drop-Ins
- Continuously strengthening and building partnerships with a network of partner agencies who can provide support to GRTS
- Hosting a series of Local Liaison Groups, involving members of the GRTS community, to enable greater community cohesion and understanding
- Work with a variety of agencies to develop and deliver training to public sector, private, community and voluntary organisations at all levels to raise awareness and understanding of GRTS communities' culture and needs.
- Involvement in development of local GRTS policies and strategies
- Working with members of the GRTS community to promote the service, and their needs
- Advocating and representing the needs of GRTS to ensure mainstream services are accessible to their needs
- Work to challenge discrimination, and ensure that Local Authorities fulfil their legal obligations and cultural needs are respected and taken into consideration
- Supporting the council to provide an appropriate response to Unauthorised Encampments, through provision of Welfare Needs Assessments

What can clients expect from GaTEWAY North Yorkshire?

- You will have the choice of how you wish to receive support from us.
- You will be offered a full needs and risk assessment following referral to our service.
- You will have your own designated support worker.
- If receiving formal support, you will have a support plan, agreed between you and your support worker, including the goals you want to achieve. This will be reviewed at least every three months or at such time as your needs change significantly.
- You can ask for your support plan to be reviewed at any time if you think your needs have developed or changed in any way.
- You can involve a carer, friend, family member or other professional your support if you wish.
- You can disagree with any needs assessment or support plans, and will be given information about how to appeal against any decisions made with regard to your support.

- If we have to cancel an appointment we will offer you a new appointment within seven days. You should not have your appointment cancelled more than once. If you do not keep an appointment your support worker will try to rearrange the meeting within the same period.
- You have the right to confidentiality and privacy, and we will explain our Confidentiality Policy to you.
- You will be treated with dignity and respect, and without discrimination.
- You will be referred to other agencies for support where we cannot offer assistance.
- You have the right to see any written information with regard to yourself subject to our Confidentiality Policy.
- You will be consulted about the service we provide and any changes that we propose.
- We will ask you to give us feedback about GaTEWAY North Yorkshire.
- You will be given the opportunity to receive information about the cultural and religious resources available in the area.
- You will be advised about your right to complain about any aspect of our service. Our complaints procedure is available on our website, and available on request.
- We will give you a handbook setting out your rights, how to get copies of our policies and procedures and how you can have a say in the way the service is run. The handbook is also available on DVD.

We have policies and procedures to make sure that our staff are well trained and professional, so that they provide a good service and you are safe in their care. If you want to see a copy of any of our policies please ask. Or if you have a problem please tell us.

These are your rights.

What is expected of clients?

You also have some responsibilities.

Clients are expected to meet with their support worker, as agreed, in order to:

- Discuss support needs and contribute to their own support.
- Identify the goals to be achieved.
- Agree the actions that need to be put in place to achieve the goals and work in a positive way towards achieving them.

We realise that each client will have his or her own skills and capabilities in doing this and aim to make the process as friendly and welcoming as possible.

GaTEWAY reserves the right to withdraw the support if any staff are subject to threats or acts of violence or behaviour that could be considered as threatening or intimidating.

How can people apply to come to GaTEWAY North Yorkshire?

You can refer yourself directly to the service, or a referral can be made on your behalf by another professional, carers or family members.

You can contact us to make a referral in the following ways:

In Writing:	Room 8, First Floor Community House Portholme Road Selby YO8 4QQ
Telephone	01757 241020 or 07584015746
E-mail:	gateway@hortonhousing.co.uk
Website:	http://www.hortonhousing.co.uk
In Person:	At one of our Drop-Ins (See Posters for Details)

On initial referral, we will ask for brief details of support needs, including any risk information. From this we will determine, in partnership with you, and your referrer, where applicable, the most appropriate way for support to be provided to you. This could be through direct brief interventions, through one of our Drop-Ins, or Outreach One-Off Support, or through a full referral to our floating support service.

Access to support through our Drop-Ins is immediate. No appointment is necessary, and clients are seen on a first-come, first-served basis.

For our floating support service, an assessment date, which will be within a week from referral will be arranged. We may do this by telephone or in person, but will confirm in writing, where appropriate. Where appropriate, priority may be given to cases that require a faster response, for example; families living roadside. The assessment is for us to find out more about your needs and whether or not we can meet them. It is also an opportunity for you to find out more about the service and decide whether you would like to take it up.

The assessment will take place in your own home or at a mutually agreed venue. It will be carried out by two members of staff and will take about an hour. You are welcome to have a person of your own choice with you during the assessment.

Following assessment, we will contact you within one week to let you know the outcome. If you are accepted, and a vacancy exists on the scheme, we will confirm tell you the name of your support worker, and the date and time they will visit you. Support will start at that point and the first visit will take place within a week.

If the scheme is full, we will offer you a place on the waiting list. The waiting list is reviewed regularly and priority is given to the person assessed as most vulnerable, as detailed above. Where clients are assessed as having equal priority, the place will be offered to the person who has been waiting the longest from the point of their initial referral. When we have a vacancy, we will contact you again to check you still require support, and if so inform you of your support worker's name and the date of your first visit. You can access any of our Drop-In services whilst on the waiting list.

If we feel the scheme is not suitable for your needs, we will explain the reasons for this and make every effort to find a suitable alternative service for you and, with your permission, refer you to that service.

We will keep other people informed if you wish us to.

If you wish to appeal against a decision, you can follow our Appeals Procedure. Please contact the scheme manager, as above, who will explain what to do.

What's important to us about how we run GaTEWAY North Yorkshire?

The values that support our work

We are committed to:

- Making sure that clients have as much respect, dignity, independence, choice and control over their own lives as possible.
- Offering high quality client-centred support, in a friendly atmosphere, which makes clients feel comfortable.
- Providing advice and support that will quickly relieve the immediate pressures that Gypsies, Roma, Travellers and Showpeople may be encountering.
- Making it easier for Gypsy and Travelling communities to get all the help they need to remain in, or obtain, accommodation of their choice.

We promote community involvement and engagement in all aspects of our work. We work in partnership with other agencies to enhance all aspects of our clients' well-being and address accommodation and health and wellbeing issues.

Empowerment is an important part of how we work. By empowerment, we mean having the information, freedom and confidence to make your own choices and achieve your own goals, being listened to and being responded to based on what you have said.

We try to make sure this happens by working closely alongside GRTS communities to achieve positive outcomes but with the emphasis remaining on self-development. We will encourage and support you to do things for yourself, wherever possible. We work in this way because we want you to take control of your life and become confident about decisions that affect your future.

Equality and diversity - what we believe

HHA aims to provide equal, fair access and provision of services to all applicants and clients. We aim to eradicate discrimination and unfairness on any grounds including:

- Age
- Disability
- Gender reassignment
- Marriage and civil partnership
- Pregnancy and maternity
- Race
- Religion and belief
- Sex
- Sexual orientation

We are committed to developing an organisational culture which values people from all sections of society and the contribution that each individual can make.

We recruit and train staff to make sure that they understand and are sensitive to particular needs of clients from minority ethnic communities and other disadvantaged groups.

A client's right to be treated with respect and in confidence will be upheld by all members of our staff team.

How do we check the quality of our services?

We want all of our services to get better and better. We will make sure this happens by:

- Meeting set standards (called the Quality Assessment Framework);
- Giving clients a say in how our services are run;
- Involving GRTS communities in delivering our services;
- Looking at whether our services have achieved what they set out to do;
- Checking that the right things are done in the right way; and
- Changing our services and written information in response to feedback and as clients' needs and goals change.

If you would like any more information, please contact us using any of the methods detailed previously.

If you would like information in another language or format, please ask us.

Urdu

اگر آپ کو معلومات کسی دیگر زبان یا دیگر شکل میں درکار ہوں تو براۓ مہربانی ہم سے پوچھئے۔

Punjabi

ਜੇ ਇਹ ਜਾਣਕਾਰੀ ਤੁਹਾਨੂੰ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਵਿਚ ਜਾਂ ਕਿਸੇ ਹੋਰ ਰੂਪ ਵਿਚ ਚਾਹੀਦੀ, ਤਾਂ ਇਹ ਸਾਥੋਂ ਮੰਗ ਲਓ।

Farsi

اگر این اطلاعات را به زبانی دیگر و یا در فرمتی دیگر میخواهید لطفاً از ما درخواست کنید.

Bengali

যদি আপনি এই ডকুমেন্ট অন্য ভাষায় বা ফরমেটে চান, তাহলে দয়া করে আমাদেরকে বলুন।

Arabic

إذا أردت المعلومات بلغة أخرى أو بطريقة أخرى، نرجو أن تطلب ذلك منا.

Hindi

यदि आपको सूचना किसी अन्य भाषा या अन्य रूप में चाहिये तो कृपया हमसे कहे

Gujarati

જો તમને માહિતી બીજી ભાષા અથવા રચનામાં જોઈતી હોય તો, કૃપા કરી અમને વિનંતી કરો.

French

Si vous souhaitez des informations dans une autre langue ou sous un autre format, veuillez nous le demander.

Turkish

Türkçe bilgi almak istiyorsanız, bize başvurabilirsiniz.

Swahili

Kama utahitaji taarifa katika lugha nyingine au mtindo mwingine, tafadhali tuambie.

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A Charitable Association