

## Policies & Procedures

Rhondda Housing Association / HIP have several policies and procedures that inform the way we work and how we should do things.

You will be given a booklet containing some of the policies and procedures we think affect you the most, including;

Safeguarding

Confidentiality

Data protection

Whistle Blowing

Complaints



## What do we expect from you?

We want you to benefit from the support you receive. If you have a compliment, comment or complaint about your support, please tell us about it.

You can tell;

- Your support worker
- Audrey Broome (HIP Manager)
- Amanda Anstee (HIP Senior Support Worker)
- Rhondda Housing Association
- RCT Supporting People Team

You can help us to help you by:

Treating your support worker with respect

Being open and honest

Listening

Not shouting

Not acting in an aggressive manner

Working with your support worker to achieve your goals

Telling us if your needs change

Keeping appointments or letting us know if you can't attend. Your support will be withdrawn if you fail to keep three consecutive appointments.



**Rhondda Housing Association**

**Homelessness Intervention Project**



**9 Compton Road  
Tonypandy  
CF40 1BE**

**Tel: 01443 424200**

Your support worker is:

Contact Number:



## The Project (HIP)

RHA's Homelessness Intervention Project (HIP) works with people who are homeless or need help with their housing, whatever type of property or landlord, throughout Rhondda Cynon Taff.

We provide up to 12 weeks of support, focused on your housing needs.

If you want support in the future or want to talk about the type of support you receive, you can contact Supporting People.

It is a free service funded by Welsh Government via the Rhondda Cynon Taff Supporting People Team.

## How will we provide your support?

Support Needs Assessment; you find out about us and we find out about you.

Risk Assessment; highlight any issues that may affect your support.

Planning your support; your goals are discussed, agreed and recorded including the what, how, who, and when things are done.

Supporting you; depending on your needs, we will provide help in a variety of ways so you can achieve your goals.

How are you doing? we will look at if you are making progress towards your goals on a regular basis and look at what else may be needed.

How are we doing? you will be contacted in person/by phone to tell us what you think of the service, are there ways we could be doing things differently?

How your support will end? we will agree with you a date to end support when your support needs have been met.

## What can you expect from us?

Our staff will be knowledgeable of;

Benefits/budgeting

Tenancy law and housing options

Other services that can provide specialist help and support for you.

Our staff will;

Treat you fairly and with respect

Be open and honest

Not judge you

Promote independence

Be positive and encouraging

Keep you informed about your support

Tell you about how you can get involved with us

