

Independent supported accommodation

Guide for young people



Northamptonshire
Children's Trust

What is independent supported accommodation?

Independent Supported Accommodation (ISA) means accommodation alongside support, helping you make the transition on to independence. Our ISA framework sets out the standards of support and accommodation that ISA providers must meet. Providers must make sure they have experienced, skilled staff who understand your needs and can work with you. We want the place you live to be a home that helps you unlock your potential.

Specific details of accommodation, furniture and basic items

Area	Features	Features	Features
Kitchen	Cooker Microwave Washing machine Fridge/Freezer Kettle and Toaster Cutlery and Crockery	Iron and ironing board Vacuum cleaner Mop and bucket Washing up bowl and dish drainer Dustpan and brush Indoor clothes drying rack	Saucepans and frying pan Baking tray Rubbish bin Torch First aid kit
Lounge/Sitting room	Comfortable seating Table and chairs	Small table/ TV stand Coffee table	Waste paper bin
Bedroom	Single bed Large mirror Wardrobe	Bedside table Bedside lamp Chest of drawers	New bedding New mattress
Throughout/ General	Suitable floor coverings Suitable curtain and/or blinds Internet Access	Outside washing line Suitable lampshades and light fittings	TV aerial Wi-Fi Smoke and fire alarms

Accommodation types

There are two main types of ISA. For both types you can expect a minimum of 2 hours of one to one support per week. Support may take place at your home or off-site.

Semi-supported accommodation includes 24-hour staffing. Types of property include:

- Self-contained accommodation units with communal areas
- Privately rented shared accommodation
- Council housing, also known as social housing
- Charity owned properties

Semi-independent accommodation does not have 24-hour staff. Property types include:

- Self-contained accommodation, sometimes with communal areas
- Privately rented accommodation
- Council/social housing shared with other people or on your own
- Charity owned properties

Accommodation standards: what to expect

Staff should tell you exactly how much support you will receive and how it will be delivered, but 2 hours of one to one support every week is the standard minimum. If you would like less or more support, speak to your Personal Adviser. You are expected to engage with this support, which will help you achieve independence.

In your accommodation, you can expect the following:

- A welcome pack of essentials such as toiletries, to last at least a day.
- Contact details for staff in the event of an emergency as well as 24-hour phone access to support, every day of the year
- Access to the internet to enable access to information for employment, education, and entertainment purposes with appropriate controls
- A lockable room with a bed, storage for clothes, and easy access to a bathroom, toilet and laundry facilities
- Your property will be clean, decorated, with a homely environment and routines in place consistent with the other things in your life

For more details of what your home will include, see the table at the start of this document.

Security and maintenance

You will be made aware of evacuation procedures when you arrive. CCTV may only be present in communal areas. You are expected to keep your accommodation clean on a day to day basis, but the provider will also undertake regular deep-cleans of the property.

The provider must ensure gas and electrical safety certificates are in place. They will also undertake an ongoing programme of maintenance to make sure that all equipment, fixtures and fittings are in good working order.

You must report anything that needs repairing and staff must ensure it is fixed. This includes:

- Breakdown of heating and hot water
- Fire alarm system in state of disrepair
- Damp and mould growth
- Bathroom or kitchen out of order
- Rubbish in and around the property
- Front or rear doors & windows not secured
- General disrepair
- Toilet disrepair

You should not drink alcohol, smoke or abuse substances while in the placement. You can ask staff for support with this if needed.

Commencement and preparing for independence

The provider will ensure a risk management plan and placement support meeting happen within 3 days of you being placed in accommodation, and that you have a named Key Worker / Support Worker. You will be part of the meeting and plans must be agreed by all those in attendance.

Staff will develop a programme with you to help you work towards independence. This might involve formal or informal training, and your progress will be recorded to help you make a successful next move.

Universal credit, housing benefit and council tax

If you are eligible to pay council tax, this will be paid by the ISA provider. Staff will also help you to secure any exemptions from paying council tax if applicable. If you are eligible for housing benefit, staff will make sure these are paid to you. The provider will also help you access Universal Credit if you are eligible.

Partnership working and listening to you

To support you effectively, providers will need to work effectively with a wide range of other organisations. This could include youth offending services, mentoring or peer-support groups, specialist health services for children in care, and education providers.

Provider staff must make sure that you are a key part of the decisions that affect you. They need to be able to evidence that they are giving you the opportunity to have a say in evaluating and improving their service. This can take the form of individual or group discussions and there should be a means of giving feedback, such as an anonymous suggestions box.

If you would like to know more details about the full ISA framework, please speak to your personal adviser.

If you have a complaint or compliment about your supported accommodation, the provider will have formal and informal procedures you can access. You can also use the Trust's process via the Young Northants website.

Contact us and find out more

You can contact your PA or a Leaving Care duty worker during office hours via the following phone numbers: 01604 364778 / 01604 364779.

They can then contact the Quality and Outcomes team who can speak with the provider and visit your placement if required.

If you require assistance outside of office hours you can speak to a duty social worker on 01604 626938.

If you want to make a complaint or compliment, contact the Trust on 0300 126 1000 or use the online form. (search 'contact Northamptonshire Children's Trust'). You can also have your say through the Children's Rights page on the Young Northants website. (search Young Northants Children's Rights).



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