

SUPPORT PLAN - Needs & Goals Examples**Licensee/Resident: UC****Pastoral Support Volunteer: AS****Date of Support Plan: 1 January 2021**

Needs			Goals	By Whom	PROGRESS & OUTCOME
1	General counselling & support	UC needs to learn to trust people again. We need to befriend UC & help build his confidence in people. To assist UC with life skills involving the upkeep of the household, & social skills when amongst his peers. To prompt UC to attend required appointments & encourage UC to make appointments when required.	1. To provide the ongoing daily support that UC requires to help him remain stable & able to cope in his own accommodation.	AS	Review July 2021
			2. To encourage & accompany UC on any appointments and group work to develop his confidence.	AS/UC	Review July 2021
2	Assisting with the security of the Dwelling because of the needs of the Licensee	UC needs to be reminded to ensure the property is locked at night & when empty. That windows are closed & nothing valuable is in view of the windows.	1. To ensure the House & rest of the building is secure & that UC feels secure in the building.	AS/UC	Review July 2021
			2. Remind UC daily to lock his own door & the front or back door of the block whenever he goes out.	AS/UC	Review July 2021
3	Assisting with maintaining the safety of the Dwelling because	UC needs to be reminded of fire safety within the	1. Remind UC regularly about what to do in case of a fire.	AS/UC	Review July 2021

	of the needs of the Licensee	property. This includes turning off his electric blanket. The safe disposal of his cigarette ends & appropriate & safe use of the Gas hob.			
			2. Keep a check on and remind UC to dispose of his cigarettes appropriately & away from the house.	AS/UC	Review July 2021
			3. To remind UC to turn off & unplug his electric blanket when it is not required.	AS/UC	Review July 2021
4	Advising and supervising the Licensee on the use of domestic equipment & appliances.	UC needs to be shown how to use the domestic appliances appropriately & safely. This includes the washing machine & dishwasher.	1. Show UC how to use the washing machine and dishwasher & supervise him using these appliances independently.	AS/UC	Review July 2021
5	Assisting with arranging minor repairs to, & servicing of, the Licensee's own domestic equipment & appliances.	UC needs to ensure his personal items - television, radio, electric blanket - are in safe working order.	1. Supervise UC in contacting a local repair organisation should any of his appliances require repairing.	AS/UC	Review July 2021
6	Providing life skills training to the Licensee in maintaining the property & curtilage in an appropriate condition.	UC needs to be shown how to prepare food hygienically & safely – ie: wiping down surfaces before & after food preparation, making sure food is cooked thoroughly. Keeping the outside of the property tidy & presentable.	1. Supervise UC in daily cleaning chores.	AS/UC	Review July 2021
			2. Remind UC to check the cupboards & fridge regularly, & remove out of date food.	AS/UC	Review July 2021
			3. Teach UC how to prepare food appropriately ensuring food	AS/UC	Review July 2021

		Maintain a clean & tidy bedroom. Assist housemates with daily household tasks & chores.	hygiene standards are being followed.		
7	Assisting the Licensee to engage with individuals, professionals & other bodies with an interest in the welfare of the Licensee.	UC needs to be encouraged to attend his daily 12 step group & twice weekly AA meetings. UC needs reminding & prompting about when his hospital appointments are, & to attend these appointments on time & be well presented. UC needs assistance with keeping his benefit claims on going & up to date, this includes arranging & collecting medical certificates when required.	1. Check UC sets his alarm clock to ensure that he can be up & attend the 12 step groups on time.	AS/UC	Review July 2021
			2. Ensure UC knows where to go for the AA meetings, how to get there & the correct time.	AS/UC	Review July 2021
			3. Encourage UC to keep all important documents & letters together in a folder.	AS/UC	Review July 2021
			4. Ensure UC writes all appointments in a diary & encourage him to keep checking the diary.	AS/UC	Review July 2021
8	Arranging adaptations to enable the Licensee to cope with disability	UC is awaiting an operation on a shoulder injury which causes him great pain & discomfort. He needs appropriate extra bedding support at night to ensure he sleeps as best as he can.	1. Arrange for appropriate orthopaedic support pillows to be available to him so that he can sleep/rest in the lounge comfortably.	AS	Review July 2021
9	Advising or assisting the	UC owes the Department of	1. Staff to support UC to pay his bills	AS/UC	Review July 2021

	Licensee with personal budgeting & debt counselling.	Work & Pensions a lot of money from incorrect benefits claimed several years ago. UC needs help with arranging a suitable payment plan to pay back the debt. UC needs help with fortnightly budgeting ensuring that when he receives his benefits all bills are paid & a daily budget is set.	& to plan daily budget. To encourage UC to adhere to the budget to ensure there is no shortfall in funds.		
			2. To assist UC with speaking to the DWP to arrange an appropriate & affordable payment plan to pay back money owed.	AS/UC	Review July 2021
10	Advising or assisting the Licensee in dealing with relationships & disputes with neighbours.	UC needs encouragement & support while he adjusts to living with housemates, & in a community with neighbours.	1. Monitor UC's relationships with housemates & neighbours, & report any concerns to his Keyworker so that they can be discussed.	AS/UC	Review July 2021
11	Advising or assisting the Licensee in dealing with benefit claims & other official correspondence relevant to sustaining occupancy of the Dwelling.	UC currently claims employment support allowance & is on 3-month medical certificates which he personally collects from his GP.	1. Remind UC to show support staff all correspondence that comes to the house. Supervise him in filling out any relevant forms.	AS/UC	Review July 2021
			2. Make sure UC is aware of all relevant appointments & accompany him to these appointments when necessary.	AS/UC	Review July 2021

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			3. To remind UC to arrange & collect medical certificates at the required times.	AS/UC	Review July 2021
12	Assisting the Licensee with shopping and errands	UC needs to learn to budget wisely & purchase suitable goods responsibly. UC needs to be shown how to shop for his personal items - clothing, tobacco toiletries - whilst allowing money to remain for bills, savings etc	1. Supervise UC on his weekly shopping trips for his essential items.	AS/UC	Review July 2021
13	Controlling access to the Licensees Dwelling	UC has been provided with a key to the property. He is aware of who can & cannot have access to this property.	1. Keep a check on who UC allows to have access to the property ensuring it is within the guidelines set out.	AS/UC	Review July 2021
			2. Encourage UC to always keep his key with him, & to remember to take it with him when he goes out.	AS/UC	Review July 2021
14	Encouraging social intercourse & undertaking welfare checks on the Licensee	UC needs to be encouraged to engage with housemates in communal areas of the property. UC interacts well with support staff & feels free to discuss any issues with them.	1. Monitor UC's social interaction with housemates in the property.	AS/UC	Review July 2021
			2. UC to have a key working session once a week where he can discuss any issues he has.	AS/UC	Review July 2021
			3. Ensure support workers are	AS/UC	Review July 2021

			accessible to UC at all times should any issues arise.		
15	Arranging social events for the Licensee	UC is fairly sociable & regularly attends social events organised by the landlord.	1. Attend activities that will provide a new experience for him where he can meet new people.	UC	Review July 2021
16	Cleaning of Licensee's bedroom	UC requires guidance regarding housekeeping	1. Attend residential induction in relation to housekeeping procedures, & safe use of cleaning products & equipment	UC	Review July 2021
17	Advising or assisting the Licensee to enable him or her to move on to accommodation where less support is required	UC is presently not ready to be looking at other accommodation.	Not yet applicable		
18	Advising or assisting with the resettlement of the Licensee	UC needs to learn how to live an independent life where he is initially.	1. UC is settled at the moment & there are no plans to encourage him to move on yet.	AS	Review July 2021
			2. Resettlement Plan to be drawn up when appropriate	AS/UC	Review July 2021
19	Providing and maintaining emergency alarm & call systems in relation to the provision of care, support or supervision to the Licensee	UC requires guidance regarding security/safety procedures	1. To attend an induction in relation to security & safety alarms	UC	Review July 2021

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20	Responding to emergency alarm calls, where such calls relate to the provision of care, support or supervision to the Licensee	UC requires guidance regarding security/safety procedures	1. To attend an induction in relation to security & safety alarms & procedures	UC	Review July 2021
21	Other support that enables the Licensee to live independently & to fulfil their potential in the community	UC will at some point require a multi-agency meeting regarding his Hepatitis C treatment – ie: GP & appropriate specialist.	1. To create a file system to record all correspondence in relation to Hepatitis C treatment	AS	Review July 2021