

**SUPPORT PLAN - Needs & Goals – 6 Examples of Progress & Outcomes with Goals**

Licensee/Resident: UC

Pastoral Support Volunteer: AS

Date of Support Plan: 1 January 2020

Date of 2<sup>nd</sup> review: December 2020 (1<sup>st</sup> review was in June 2020)

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	<p><u>JUNE 2020</u>  <u>Progress</u>            UC has settled well into the flat.  <u>Outcome</u>            He gets on well with his flatmate &amp; enjoys having a home again. He keeps the flat clean &amp; tidy &amp; cooks for himself.</p> <p><u>DECEMBER 2020</u>  <u>Progress</u>  <b>UC has gained self-confidence in his abilities &amp; relationships.</b>  <u>Outcome</u>  <b>UC now enjoys cooking. He is learning to buy &amp; cook healthy food, &amp; is preparing meals with &amp; for his flatmate. UC is back in regular contact with his sister having overcome the issues that caused them not to talk. UC plans to visit her in 2021.</b></p>
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. Remind UC to check the cupboards & fridge regularly, & remove out of date food.	UC/AS	<p><u>JUNE 2020</u>  <u>Progress</u>            UC is aware of how to use all the amenities in the flat.  <u>Outcome</u>            He takes pride in keeping the flat tidy &amp; making it a home. He cleans a different area of the flat each day.</p> <p><u>DECEMBER 2020</u>  <u>Progress</u></p>

					<p>UC has gained much confidence in using all the equipment available to him. He has bought himself a few small tools.</p> <p><b>Outcome</b> UC is now able to carry out minor repairs to the property or equipment. He is good &amp; timely at reporting bigger repair jobs that need doing by Transom Trust/contractors.</p>
9	Advising or assisting the Licensee with personal budgeting & debt counselling.	<p>UC owes the Department of Work &amp; Pensions a lot of money from incorrect benefits claimed several years ago.</p> <p>UC needs help with arranging a suitable payment plan to pay back the debt.</p> <p>UC needs help with fortnightly budgeting ensuring that when he receives his benefits all bills are paid &amp; a daily budget is set.</p>	2. Staff to support UC to pay his bills & to plan daily budget. To encourage UC to adhere to the budget to ensure there is no shortfall in funds.	AS/UC	<p><u>JUNE 2020</u></p> <p><u>Progress</u> UC has been referred to CAP debt counselling but there is a waiting list. Meanwhile, AS to provide budgeting support to prevent UC from going into further debt.</p> <p><u>Outcome</u> UC is now paying his rent contribution to Transom Trust by standing order. He is aware of income &amp; outgoings &amp; how to use his extra money to pay off debts little by little.</p> <p><b>DECEMBER 2020</b></p> <p><u>Progress</u> UC is still waiting for CAP debt counselling. AS has worked with UC on budgeting &amp; how to keep an eye on his bank balance.</p> <p><u>Outcome</u> UC is slowly managing to reduce his debts. AS encouraged UC to talk to his bank, who were very helpful. UC is motivated to cut his spending &amp; he is now able to see a future that is debt free (though there is still a long way to go).</p>
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	AS/UC	<p><u>JUNE 2020</u></p> <p><u>Progress</u> UC was encouraged to introduce himself to neighbours &amp; respond to any appropriate &amp; reasonable requests for help.</p> <p><u>Outcome</u> No issues or complaints have arisen.</p>

			they can be discussed.		<p><b><u>DECEMBER 2020</u></b></p> <p><b><u>Progress</u></b> UC gets on well with his neighbours.</p> <p><b><u>Outcome</u></b> This was noticeable recently when British Gas had to turn off the supply to the flats for emergency repair work. UC &amp; his neighbours helped each other in various ways.</p>
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	<p><b><u>JUNE 2020</u></b></p> <p><b><u>Progress</u></b> UC is receiving Housing Benefit paid direct to Transom Trust. UC goes to a local Agency/Charity for advice on benefit matters.</p> <p><b><u>Outcome</u></b> UC understands how his benefits are worked out. He is aware of what he needs to do if his circumstances change &amp; the potential impact on his benefits, and budgeting.</p> <p><b><u>DECEMBER 2020</u></b></p> <p><b><u>Progress</u></b> UC is thinking about a part-time job. AS accompanied UC to the local Agency/Charity to find out the impact on benefits.</p> <p><b><u>Outcome</u></b> UC is unsure &amp; anxious about the responsibility of paid work. He has decided to revisit that possibility in 2021. UC &amp; AS to explore volunteering opportunities for UC to build his confidence in the work area.</p>
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	1. UC to have a key working session once a week where he can discuss any issues he has.	AS/UC	<p><b><u>JUNE 2020</u></b></p> <p><b><u>Progress</u></b> As has established a good level of trust with UC.</p> <p><b><u>Outcome</u></b> UC more readily opens up about his life experiences &amp; anxiety/health issues (especially anxiety over debts).</p>

		discuss any issues with them.			<p><b><u>DECEMBER 2020</u></b></p> <p><b><u>Progress</u></b> UC enjoys his own company (eg reading), but he has built slow but sure relations with his flatmate. He is happy to socialise with him outside of the flat sometimes.</p> <p><b><u>Outcome</u></b> UC has joined a snooker club with his flatmate. He enjoys the time but then also appreciates time on his own.</p>
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