

Transom Trust

SUPPORT PLAN (Needs & Goals)

Licensee/Resident's Name	
Commencement of License	
Name of support worker	
Date of Support Plans	
Date of this Support Plan	
Date of next review	

Licensee/Resident's Personal Information			
Title (Mr, Mrs, Miss, Ms)		Date of birth & Age	
Full Name		Alias (name otherwise known as)	
Preferred First Name		Gender	
Marital Status		National Insurance No	
Telephone Number (Day)		Mobile Number	
Address (full postal address)		E-mail address	
Is the person in another support service? Yes/No		Address of support service including contact details	
Is the person in prison or a rehabilitation service? Yes/No		Address of prison or rehabilitation service including phone number	
Category of primary need – ie: ex-offender, Homeless, Drug/alcohol misuser etc		Medication currently taken	
Which benefits does the person currently receive?		First date of Needs Assessment	
Bank account details		ID held	
Next of Kin – name, address & contact details		Names & ages of children	

Licensee/Resident's Personal History		
1	Reason for referral	
2	Family background & upbringing	
3	Accommodation history over the last 5 years	
4	Substance misuse history	
5	Criminal record/history	
6	Physical/emotional & mental health history	

Licensee/Resident's Employment history

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Summary of needs

1. Mental health issues	2. Physical health issues	3. Emotional health issues	4. Substance misuse/ addictions	5. Family problems	6. Relationship breakdown	7. Money management/ debt issues	8. Confidence/ self-esteem issues	9. Educational needs	10. Leaving care issues	11. Bereavement	12. Offending/ Probation issues	13. Risk of exploitation / abuse	Total (out of 13)

Summary of Key Support Areas

1 General Counselling & Support	Setting up a laundry and cleaning routine; Setting up a routing for relaxation/socialising; Planning meals; Shopping on a budget; Food preparation; Making minor repairs; Assistance with food shopping; Monitoring spending habits; Dealing with letters and filling in forms; Planning meals; Difference between needs and wants; Contacting family; Contacting friends/ building up a social network; Joining social activities; Going on social events; Developing an action plan for healthy living; Registering with GPs and Dentists; Emotional support and general wellbeing; Substance misuse issues (alcohol or drugs); Joining a gym or fitness class; Mental Health issues; Building confidence; Obtaining a bike; Daily living skills and personal routine; Literacy/ Numeracy; Making and sustaining Relationships; Parenting Skills; Hoarding issues
2 Managing Money	Making a budget plan; Opening a bank account/ setting up a standing order for rent; Making sure I am getting the benefits I'm entitled to; Debt management/ creating a savings plan; Feeling in control of finances; Understanding how credit works; Saving for the future; Understanding the risks of gambling; Money lending; Personal credit and loan sharks; Online safety skills and keeping my data safe; What to do if I lose my bank card; Remembering to pay service charge; Understanding the impact of employment on my benefits and rent; Understanding priorities when spending my money

3 Life Skills	Assistance with food shopping; Meaningful activity; Engaging with outside welfare agencies; Finding other services that offer training; Contacting and registering with employment agencies; Education (college); CV writing; Volunteering; Understanding needs vs. wants; Keeping myself safe and avoiding exploitation; Managing my disabilities and accessing the support I need; Neighbourly skills; Avoiding, managing and resolving arguments and dispute; Using domestic and electrical equipment safely; Arranging repairs; Ordering/ purchasing parts and tools for repairs; Replacement of household items and equipment
4 Managing a Licence Agreement	Property Care and setting up cleaning routines; Understanding my Tenancy/ Licence Agreement and house rules; My safety and protection; Anti-social behaviour; Harassment; Reporting repairs; Fire and other safety procedures; Promoting citizenship; Paying rent; Utility bills; Setting up payment plans; Communicating well with the landlord (eg: disputes and complaints procedure); Accessing the property; Hoarding issues; Managing outdoor space around the property; Managing visitors and answering the door; Allowing access to the property for necessary tradesmen
5 Moving onto Independent Living	Setting timelines and expectations; Understanding when I am ready to move on; Registering on the Housing Register; Accessing Council Housing priority list; Help with furniture; Research Local Authority and Voluntary Agencies deposit schemes; Research furniture recycling centres; Looking for a private let/ register with letting agencies; Complete a renting ready course; Help with understanding paying bills on a card; Understanding how to pay utilities independently including Council Tax; Finding furniture for a future move; Accessing grants to help future resettlement

Needs & Goals

No	Item	Resident Need (with reason)	Resident Goals (numbered & SMART – simple, measurable, agreed, realistic & timebound)	Delivered by Whom (Initials)	Progress & Outcome
1	General Counselling & Support <ul style="list-style-type: none"> • Explaining my License & supported living journey • Physical, Emotional, Mental Health – registering with a GP & Dentist • Managing my own food & maintaining a healthy diet • Social Interaction and community living - to grow in confidence meeting new people & building good relationships with my flatmates & neighbours 	X needs supported accommodation due to his needs summarised above.	1. X to get used to his new flat – where everything is, how it works etc, so he can cook for himself & look after the flat as his own.		
			2. X to forge a good relationship with his flatmate, so Goal 1 can be achieved		
			3. X to fully engage in meeting the key priorities: helping himself (where he can); making the most of all support opportunities (provided & offered); paying his TT rent on time; & playing his part in devising a full Support Plan that identifies & addresses his needs.		

2	Managing Money - Budgeting & debt counselling - To pay my rent every month, keep out of debt, & have enough money to cover my priority needs		1.		
			2.		
			3.		
3	Life Skills - Shopping & Errands		1.		
			2.		
			3.		
4	Life Skills - Relationships & Neighbour Disputes - to be a good neighbour, & learn how to manage issues with other residents or neighbours		1.		
			2.		
			3.		
5	Life Skills - Helping the residents use their domestic equipment & appliances, & support with minor repairs - to use appliances/devices appropriately & safely		1.		
			2.		
			3.		

6	Life Skills - Encouraging meaningful activity, & engagement with welfare agencies – to: <ul style="list-style-type: none"> • be able to contact agencies & professionals by myself when I need to, & also attend appointments; • plan my time so that I have positive & enjoyable activities to participate in. 		1.		
			2.		
			3.		
7	Life Skills - Helping residents with benefit claims & other occupancy related calls, letters & emails etc		1.		
			2.		
			3.		
8	Life Skills - Arranging adaptations to help residents with their disabilities		1.		
			2.		
			3.		
9	Managing a Licence Agreement - Property Care		1.		
			2.		

	- taking responsibility for matters such as bin collections, keeping communal areas/ garden/yard tidy		3.		
10	Managing a Licence Agreement - Health & Safety in the Property – understanding fire safety procedures, how to prevent fires, & what to do in an emergency (inc. water or electrical issues).				
			2.		
			3.		
11	Managing a Licence Agreement - Security of the property due to the residents' support needs - understand responsible use of keys; what to do if I lose them; & security & access procedures for my accommodation				
			2.		
			3.		
12	Managing a Licence Agreement - Helping				
			2.		

	resident clean rooms & windows – making my bedroom a good place to be; using cleaning equipment; & changing bedding weekly		3.		
13	Managing a Licence Agreement - Controlling access to the resident's home - to be in control of who comes into the house & keep to the house/Licence to keep myself & others safe		1.		
			2.		
			3.		
14	Move On Support - I am ready to live more independently, but I need help to achieve this.		1.		
			2.		
			3.		

Licensee/Resident Statement

My pastoral support volunteer, XXXX has helped me to produce this Support Plan dated **XX/XX/XX**. I can confirm it is an accurate description of my personal history & support needs.

	First time	Review 1	Review 2	Review 3	Review 4	Review 5	Review 6
Date							
Signature of Licensee/Resident							
Print Name							
Signature of Pastoral Support Worker							
Print Name							