

# 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 – copied and pasted from Referral Form			
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	

<b>Licensee/Resident's Personal History – copied and pasted from Referral Form</b>	
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 -- copied and pasted from Referral Form**

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Summary of needs

<b>1</b> General counselling & support	<b>2</b> Life skills	<b>3</b> Maintaining accommodation via a licence agreement	<b>4</b> Gaining access to other support services	<b>5</b> Emotional & Mental health	<b>6</b> Physical health & lifestyle & well-being	<b>7</b> Alcohol & Substance misuse	<b>8</b> Family problems	<b>9</b> Other Relationship issues

<b>10</b> Money management & debt	<b>11</b> Confidence/self-esteem issues	<b>12</b> Educational needs	<b>13</b> Employment/employability	<b>14</b> Leaving care issues	<b>15</b> Bereavement	<b>16</b> Offending/ Probation issues	<b>17</b> Personal safety & security - Risk of abuse & exploitation	<b>18</b> Learning difficulties

<b>19</b> Disability or mobility	<b>20</b> Language or communication	<b>21</b> Moving to independent living	<b>22</b> Hygiene & self-care routines	<b>23</b> Completing forms	<b>24</b> Keeping appointments	<b>25</b> Anger management & conflict resolution	<b>Total</b> (out of 25)

Summary of Key Support Areas

<b>1 General Counselling &amp; Support</b>	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
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<p><b>2 Managing Money</b></p>	<p>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</p>
<p><b>3 Life Skills</b></p>	<p>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</p>
<p><b>4 Managing a Licence Agreement</b></p>	<p>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</p>

<p><b>5 Moving onto Independent Living</b></p>	<p>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</p>
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**Needs & Goals**

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

	meeting new people & building good relationships with my flatmates & neighbours		time; & playing his part in devising a full Support Plan that identifies & addresses his needs.		
2	<b>Managing Money - Budgeting &amp; debt counselling</b> - To pay my rent every month, keep out of debt, & have enough money to cover my priority needs		1.		
			2.		
			3.		
3	<b>Life Skills - Shopping &amp; Errands</b>		1.		
			2.		
			3.		
4	<b>Life Skills - Relationships &amp; Neighbour Disputes</b> - to be a good neighbour, & learn how to manage issues with other residents or neighbours		1.		
			2.		
			3.		
5	<b>Life Skills - Helping the residents use their</b>		1.		

	<b>domestic equipment &amp; appliances, &amp; support with minor repairs</b> - to use appliances/devices appropriately & safely		2.		
			3.		
6	<b>Life Skills - Encouraging meaningful activity, &amp; engagement with welfare agencies</b> – to: <ul style="list-style-type: none"> <li>• be able to contact agencies &amp; professionals by myself when I need to, &amp; also attend appointments;</li> <li>• plan my time so that I have positive &amp; enjoyable activities to participate in.</li> </ul>		1.		
			2.		
			3.		
7	<b>Life Skills - Helping residents with benefit claims &amp; other occupancy related calls, letters &amp; emails etc</b>		1.		
			2.		
			3.		
8	<b>Life Skills - Arranging</b>		1.		

	<b>adaptations to help residents with their disabilities</b>		2.		
			3.		
9	<b>Managing a Licence Agreement - Property Care</b> - taking responsibility for matters such as bin collections, keeping communal areas/ garden/yard tidy		1.		
			2.		
			3.		
10	<b>Managing a Licence Agreement - Health &amp; Safety in the Property –</b> understanding fire safety procedures, how to prevent fires, & what to do in an emergency (inc. water or electrical issues).				
			2.		
			3.		
11	<b>Managing a Licence Agreement - Security of the property due to the residents' support needs</b> - understand responsible use of keys; what to do if I lose them; & security &				
			2.		
			3.		

	access procedures for my accommodation				
12	<b>Managing a Licence Agreement - Helping resident clean rooms &amp; windows</b> – making my bedroom a good place to be; using cleaning equipment; & changing bedding weekly				
			2.		
			3.		
13	<b>Managing a Licence Agreement - Controlling access to the resident's home</b> - to be in control of who comes into the house & keep to the house/Licence to keep myself & others safe		1.		
			2.		
			3.		
14	<b>Move On Support</b> - 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							