

Contact Log Guidance for Pastoral Support Team – Version 2: May’26

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This Guidance

1. This Guidance is based on the following Green Pastures guidance - Support Paperwork Training for Partners - accessed via Transom Trust’s Google Drive account using this link (left click & Ctrl on your keyboard): [reuploaded it into this folder](#) .

Importance of Contact Logs

2. Under the terms of the “License to Occupy” Agreement, Contact Logs provide the weekly evidence of contact with, & support for, the Residents:
 - made & provided on a relational basis;
 - as required by Transom Trust (TT);
 - which the Residents have agreed, & need, to engage with;
 - which ultimately aims to enable the Resident to live independently;
 - which provides evidence that TT are meeting the requirements of the Exempt/Supported Housing regulations (& the focus of DWP & local authorities who are scrutinising all Housing Benefit expenditure).
3. Placing a Residents in a property is simply the start. The contact & support the Resident receives is what really determines the success of the ministry we are engaged in. As always, prayer needs to be the foundation for any ministry.
4. Contact Logs provide a structured & valuable record of:
 - the Support Plan for the Resident being worked out on a weekly basis (see separate guidance on Support Plans);
 - & evidence for Local Authorities to ensure Residents continue to receive Housing Benefit (the basic amount), plus an additional component relating to supported accommodation (which enables Transom Trust to maintain its properties).

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Contact time amount & maximising contact

5. Contact with a Resident needs to be at least 2 hours per week (on average) as agreed with Green Pastures, Hastings Borough Council & Rother District Council.
6. Contacts are all about supporting the Resident & providing evidence of the support. However, there can be a big difference between the amount of contact time **with** a Resident & all the time spent **for/supporting** a Resident. Green Pastures therefore accept that Transom Trust need to maximise the amount of contact recorded – to report to Green Pastures, Hastings Borough Council & Rother District Council.
7. On Contact Logs, the Pastoral Support Team should include:
 - the actual time spent with a Resident;
 - the contact made for a Resident – eg: in referring a Resident to a Benefit Office or other support agency/service;
 - reasonable administration time spent on supporting the Resident – eg: sorting out benefit or other issues & paperwork;
 - the time spent on:
 - helping the Resident to set up or get into voluntary work;
 - liaising with the Voluntary Organisation – eg: to get feedback to address Support Plan items &/or progress the Resident towards independent living;
 - referring the Resident to other agencies providing support;
 - liaising with the Support Agency - eg: to get feedback to address Support Plan items &/or progress the Resident towards independent living;
 - the time spent writing up the contact log;
 - not include normal travel time to & from visiting a resident UNLESS the travel is needed (eg: to take a resident to hospital or an appointment with a Benefit Office or other Support Agency).
8. The time spent **for/supporting** a Resident should not be recorded as a separate entry. It should be included in the entry for the contact which included the related support item being discussed or reviewed. For example, if time was spent resolving a benefit issue, this time would be included in the contact which included dialogue on support item 7 or 11 (on the Support Plan/in the License).

Access to Contact Logs

9. The Contact Log for each Resident (at each property) is available via Transom Trust’s Google Drive account using this link (left click & Ctrl on your keyboard): [reuploaded it into this folder](#) . TT’s Operations Manager creates a new Contact Log for each new Resident (by copying & pasting an existing log & amending it with fresh information).

Contact Log format

10. For each row within the Contact spreadsheet, the Pastoral Support volunteer needs to complete:
 - Column A – Date of Contact;
 - Column B – Form of Communication (using drop down menu);
 - Column C – Minutes taken

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- Column D – Report of contact
- Column F – Cross-reference to the number of the support item as listed in the list of 14 or 21 support items (set out in the Resident's Support Plan & License).

11. Green Pastures have set up Column G (Average weekly minutes spent) to calculate the average weekly time spent in contact with the Resident – ie: for the month selected in cell F2. TT do not use Column G.

Contact Log confidentiality & security

12. The information on the Contact Log is confidential to the following users:

- Transom Trust staff & volunteers;
- Residents;
- Green Pastures (who review & advise on the Contact Logs);
- Hastings Borough Council & Rother District Council s(Housing Benefit Team) who review the Contact Logs for evidence of benefit entitlement.

13. Pastoral Support volunteers should keep the Contact Logs secure – eg: with passwords to Desktop or e-mail etc or other internet security.

Contact Log completion

14. Pastoral Support volunteers should:

- use the Contact Log as soon as possible after each contact with the Resident;
- complete the Contact Log for each Resident involved in a Flat/House meeting or social activity together where the Pastoral Support volunteers are also present;
- focus on the Resident & avoid using the word “I” or using Contact Logs as a: personal diary; place for recording opinion; or a place for to write notes to other team members;
- never record anything which embarrasses or dishonours God/TT/Green Pastures/local councils/yourself or the Resident. Under Freedom of Information legislation, Residents can request personal sensitive data that is held about them (including Contact Logs).

15. In Column D:

- use initials not full names;
- write in a professional style in the past active tense – eg: advised, facilitated; conducted; warned etc;
- bullet points can be used, but ensure all information is recorded;
- record all activities, meetings & one-to-one sessions;

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- record factual observations, outcomes, agreed actions & the date of next contact; there is no need to record the details of discussions – just the topic & outcome (eg: “discussed cleaning rota & UC has now agreed to comply”);
- expand/report progress on any physical, emotional & mental issues identified in the Resident’s Support Plan;
- record reviews of progress, & outcomes, relating to specific Goals set out in the Resident’s Support Plan – eg:
 - Support Item/Goal discussed
 - UC has achieved...../not achieved...
 - issues/concerns raised...
 - actions agreed (including additional help)...
 - next review date.

Residents & other Support Agencies

16. We can continue to **refer** our residents to other support agencies & services, but TT must provide & evidence ongoing support to our residents to help their engagement with those additional support services – ie: evidence of **“ongoing support, which is clearly explained – eg: encouraging & assisting the resident to maintain engagement with other support services”**.

Column D - Poor & Good examples

17. The picture below sets out a: **poor record in red:** & a good record in purple.

Form of munication	Mins Taken	Initials of Res Support Worker	Detail of the Communication
2 Face	15	ANY	TA was moody and got angry when I told him he had to clean up the mess in the kitchen, that KG told me about, or he would be kicked out.
2 Face	15		
2 Face	30	MH	TA presented in an anxious state. I noticed this because he was constantly distracted looking out of the window, fiddled with his phone and made no eye contact. When I stated that I was investigating and allegation of leaving the kitchen in a mess he stood up and waved his arms. He shouted and demanded to know who had 'grased him up'. I reminded TA of the requirment to actively participate in communal life by a. taking his turn on the cleaning rota and b. leaving the kitchen clean and tidt ready fo the next resident. I said he would refuse to comply with this and so I reminded him that his accommodation may be at risk if he does not fulfil the requirements of his licence agreement . including actively contributing to the communal life of the house. I showed him a copy of the licence agreement and read 10.9 and Schedule IV point 3 'communal cleaning rota'. Stated I want to work with him to create a great atmosphere in the house. I agreed to talk with the other residents and review with him at the end of the week at 2.00pm on Friday 26.06.20