

keeping you safe

safeguarding and tenancy support

Soha has a role to play in keeping communities safe and it takes it very seriously.

This leaflet is about what to do if you feel threatened or at risk in your home.

It also tells you about our Tenancy Support Service for Soha customers who are finding it difficult to maintain their tenancy.

feeling scared of someone in your household

No-one should live in fear of violence from someone who lives in their household, or used to.

Soha will do what it can to help and support any person suffering or threatened with, violence.

You may be scared because someone is

- hurting you.
- touching you or demanding sexual things from you that you feel uncomfortable with.
- making you give them money or stopping you using your bank account.
- making you feel undervalued, depressed or anxious or behaving in a controlling or coercive manner.



If you are older, they may be giving you too much or too little medication or not letting you have the help you need such as a walking frame or hearing aid or neglecting to help you where necessary – for example, if you need help to be fed or washed properly.

Whatever your concern, please tell Soha and you will be helped. We have a range of ways to help you, whether you want to just talk or to get help to leave home.

We will treat any information you give us confidentially. We will also act quickly to support you, to arrange for emergency repairs to your home caused by an incident of domestic abuse, and to improve security in your home.

If you want us to, we will involve the police for you. Your Neighbourhood Officer can be called on **01235 515 900 (0800 014 15 45)** Freephone Monday to Friday, 8.30 – 5pm.

The Police non-emergency number is **101**, but if you feel you, your children or someone else in the house is in immediate danger, call **999**.

Other people you might tell are a member of your family, a friend, the police, carers or a doctor. They will also listen carefully and tell someone official. In an emergency, there are organisations which can also provide help.

where to find help

These are organisations which can help you if you want to talk to someone outside Soha office hours:

National helpline: **0808 2000 47**

Aylesbury Women's Aid: **01296 436 827**

Oxfordshire and West Berkshire Domestic Abuse Helpline: **0800 731 0055**

Swindon Women's Aid: **01793 610 610**

Kiran Asian Women's Aid: **0208 558 1986**

Broken Rainbow (LGBT): **0300 9995 428**

Elder abuse helpline: **0808 808 8141**

Men's advice line: **0808 801 0327**

Childline: **0800 1111**

A useful website is www.reducingtherisk.org.uk

soha's tenancy support service

If you live in a Soha home and you're finding it difficult to pay your rent, or are at risk of losing your home, our support service is here to help you.

Some things residents might need help with are:

- housing options – finding your next home
- ways to maximise your income and develop your budgeting skills
- help looking after your health, such as registering with a GP or a specialist service
- using services to access employment, education or training
- practical, social and emotional support, and
- help to access services in the local community.

This does not include personal care to our tenants, which is part of a care package arranged and provided through Social Services.

what happens next?

When we receive a referral form, the Tenancy Support Officer (TSO) will assess the information provided. We may get in touch with you for more details, or contact other family members or professionals involved in your care.

If we think the TSO could help you, we will arrange a meeting with you to complete a needs assessment – to get further information, work out your level of needs and see who can best meet them. After the

assessment has been completed, we will decide if the TSO can help you. If not, we will explain why and refer you to other services that may be able to help. The TSO will set up a series of achievable goals that will enable you to maintain your tenancy and possibly improve your health and wellbeing.

This is a written agreement between you and the TSO in a similar way that a tenancy is an agreement between a tenant and a landlord.

how long does the tenancy support last?

The TSO will work with you for about three to six months. This depends on your support plan and how successful it is in resolving the identified problems. The support plan will be continuously reviewed.

It will be formally reviewed at six months at the latest. If the goals have been achieved, the TSO may decide to end the service. This can happen earlier than six months, if all is going well. We can also close the case if you have not engaged with us. When the support comes to an end, we can give you information about additional services that may be able to help you in the long term.

We will ask you for feedback on the support you have received, to help us to improve the service we offer. If you disagree with our decision to end the service, you have a right to appeal. You also have the right to complain if you feel that you have not received a suitable service.

what is the difference between tenancy support and social services?

This service is not intended to replace support provided by social services, the NHS or any other statutory service.

Soha's Tenancy Support Service has been established to provide support in housing-related matters.

This does not include personal care to our tenants, as this would form part of a care package arranged and provided through Social Services.

We will do our best to offer a translation service in a different language if this would be helpful. This may include using a translator to speak to you about the content of a publication rather than giving you a hard copy of your own. We also do our best to offer large print or audio versions of publications. Contact us via the details on the front.