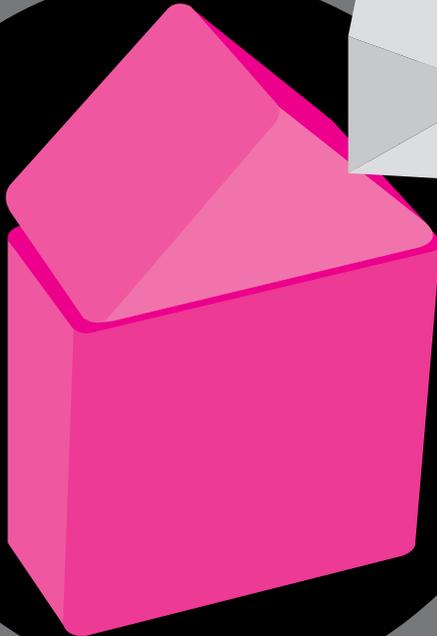


////////////////////
FLOATING SUPPORT

HAND BOOK

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MAOS

SUPPORTING YOUNG PEOPLE



BUILDING FUTURES TOGETHER



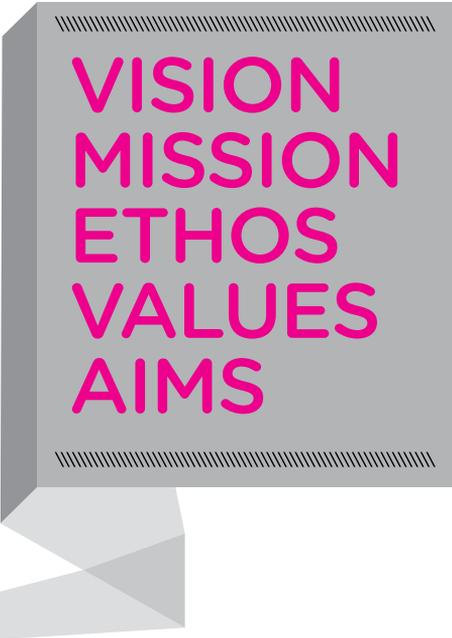
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WHAT IS MACS

MACS is set up to work with and support young people aged 16-25. We work with young people who haven't had a fair deal and want to support them to try and make things that bit better. As everyone wants something different, MACS work with young people on the things that are important to them. It might be getting out more, making new friends, getting a place to live, sorting out problems or money worries, dealing with stresses or the things that fry your head etc. We do this through 3 Services (each Service has its own info booklet):

- **MENTORING**
linking young people up with a volunteer for a year to build confidence and get more involved in social and training/ educational opportunities.
- **FLOATING SUPPORT**
helping young people get and keep a place to live.
- **SUPPORTED HOUSING**
working with young people leaving care so they are better prepared to live in their own place down the line.



**VISION
MISSION
ETHOS
VALUES
AIMS**

VISION Life is gr8 for young people

MISSION Provide a range of support services for young people who haven't had a fair deal aged 16-25

ETHOS We depend on each other to make life work

VALUES Make your own choices
Risk mistakes
Involve yourself

AIMS Strength, Excellence and Vision
Getting you to where you want to be
Led by you

If you would like more information on MACS, such as our VISION, MISSION & AIMS STRATEGIC PLAN (2011 - 2014), YOUNG PEOPLE PARTICIPATION STRATEGY or STAFF HEALTH AND WELLBEING STRATEGY please check out our web site, contact the main office or ask any member of staff - contact details are included in this booklet.

INTRODUCTION

This handbook has been designed to give you all the information you need to know about MACS Floating Support. Please don't be put off by all the words. A Floating Support Worker will explain it all to you and answer any questions you may have.

MACS Floating Support Service was established in 2003 from the Housing Executive's Supporting People programme. The service provides support to young people in Greater Belfast, Colin, Downpatrick and the surrounding areas.

WHO CAN GET SUPPORT?

- Young people aged 16-25 years old who haven't had a fair deal and need support to maintain or access accommodation.

And/Or

- At risk of self harm / suicide

WHAT KIND OF SUPPORT CAN I GET?

Our service is flexible and based on your needs and it aims to help you establish and maintain interdependent living in the community. It can:

- Help you find accommodation
- Help you to set up and maintain a home
- Assist you to manage finances and benefit claims
- Help you to look after yourself by developing independent living skills
- Support you to gain access to other services
- Link you to your community
- Help to make sure your accommodation is safe and secure
- Help you to build positive relationships and support networks
- Support your emotional wellbeing and mental health

HOW LONG DOES IT LAST?

We can support you for up to 2 years

HOW MUCH SUPPORT CAN I GET?

That depends on how much support that you need and you will agree this with your Support Worker. We understand that meeting between 9am and 5pm does not suit everyone and we can be flexible and meet you in the evenings and weekends if required.

HOW DO I GET A FLOATING WORKER?

You send us a completed referral form and we will send you a letter to say we have received it. You should hear from us within a week.

A Floating Support Worker will contact you to discuss your needs and complete an assessment within two weeks.

This information will then be presented at a Panel meeting to discuss whether we can offer you support.

The Panel will make a decision on support based on your needs and the current caseload of workers. The three possible outcomes include being accepted to the service with immediate affect, being placed onto the waiting list, or being declined support. You should hear this decision within one month.

YES

WAITING LIST

NO

You will be informed in writing and told the name of your support worker and when support will start.

If you are placed on the waiting list you will be informed in writing and given information on when you will be contacted and information on how to appeal the decision.

If a Panel is considering not offering you support, you may be asked to complete another assessment with a different worker. If the decision is still no you will be contacted in writing and informed of the decision. This letter will also include information on other support services and information on how to appeal the decision.

We will contact the person who referred you and let them know if you are receiving support or not.

***If you are in crisis your referral will be dealt with immediately or as quick as we can.**



WHAT IS A NEEDS/RISK ASSESSMENT?

An Assessment is a meeting that takes place between you and a Floating Support Worker to see if this is the right



service for you, and to see if we can provide you with the support you need. You will be asked questions about things you might need help with and what things you are good at or enjoy.

When completing the Assessment you will be asked about whether you feel there are any risks for you or your worker. The worker and you would then agree a plan for how to manage that risk.

The assessment process will take at least an hour and you may decide to complete it over a couple of sessions.

During your Assessment your worker will give you information about MACS Floating Support Project and you will be offered your own copy of the assessment to keep.



WHAT IS A PANEL MEETING?

- A Manager and two floating support workers meet to discuss the assessments that have taken place and make a decision about who will receive support and when that will start. (See Referral Process).
- If you do not get a place at MACS you have the right to appeal the decision or you may want us to help you access other services.

HOW DO I APPEAL A PANEL DECISION?

You will receive a letter explaining why you have not been offered support and, if you feel that the decision is incorrect, you should inform a MACS Floating Support worker or Manager.

The Floating Support worker will explain to you why the decision was made and hopefully this will answer any of your questions and your concerns can be resolved informally.

If you are still not happy with the decision you will be invited to attend a meeting with the Service Manager to discuss the reasons you disagree with the panel's decision. You can bring someone with you to support you at this meeting if you like e.g. your referrer, or a friend or family member.

The outcome of this meeting will then be taken back to another panel

meeting. The MACS Chief Executive Officer will participate in this meeting and a decision will be made on whether or not to offer support based on the extra information provided.

You will receive a letter to explain the panels' decision.

If the decision is **Yes**:

You will be advised on the name of your support worker and when support will start.

If the decision is **No**:

You will be advised of other support services.

SUPPORT PLANNING AND REVIEWS

A support plan is an agreement you make with your project worker about the things you want support with to do or achieve. Your support plan changes as things change for you. It will have goals you want to reach and the steps that need to be taken to get you there. MACS use the Outcome Star to help you draw up your support plan. You can use the Outcome Star to score your move towards your goals, or just use it to figure out a plan that will work for you. Your support plan will also include any risk management plans that have been agreed with you. A review is a discussion on how you are getting on with your support plan, has it changed or does it need to change. We hold reviews every 4 months, so we are always planning ahead and checking in with how you

have been getting on. You can also call a review at any time. The Floating Support manager will come to at least one of your reviews to check in with you and your social worker about the support you are receiving from MACS.

HARD AND SOFT OUTCOMES

It is important that you know MACS is monitored by funders as to whether or not the support we offer makes any difference to young people. We try and measure our work through hard and soft outcomes. The scoring system used in the Outcome Star helps us measure soft outcomes. Soft outcomes are more about how you feel; do you feel happier, safer, more confident etc. MACS also have our own system call SPIN. We use it to measure hard outcomes under the headings of;

- Economic Wellbeing
- Enjoy and achieve
- Be healthy
- Stay safe
- Positive contribution (community involvement, participation)

Hard outcomes are the definite things that you have done, such as attending a group or activity, getting your housing points or benefits in place, registering with a gp, being able to budget etc.



The headings listed above are known as the 5 higher level outcomes and are the general areas that Government would like people to improve in. Government use these to set targets to be achieved across all the services they fund. So for MACS we hope that the support we provide helps young people to grow and develop under these broad headings. Project workers update on your hard outcomes 3 times a year and should offer to take you through the SPIN system.

SUPPORT AGREEMENT

MACS will:

- Attend meetings as agreed and let you know if, for any reason, we are not able to keep the meeting.
- Respond to your calls or texts within a 24 hour period between Monday and Friday unless specific arrangements have been put in place.
 - Be approachable, friendly, caring, supportive and treat you with respect and fairness.
 - Offer services that are flexible and responsive to your needs.
 - Inform you of the service, how it works, how it can help you and what is expected of you.
 - Give you opportunities to voice your opinion on how the service is run.
 - Treat all information about you confidentially (Information will only be

disclosed when there is a clear risk to yourself or others as defined by law).

- Assist in helping you to develop practical skills to maintain your accommodation.
- Offer guidance and support in relation to your emotional and physical needs.
- Assist you to access training and employment.
- Work in partnership with other services in order to meet your support needs.

MACS expects you to:

- Attend meetings as agreed and let your worker know if you can't make it.
- Not be under the influence of any alcohol, drugs or other substances before or during a meeting.
- Work towards achieving the goals of your support plan.
- Not to use threatening or abusive language or actions.
- Make a complaint if you are not happy with your support.

WHAT A WORKER CANNOT DO?

MACS Floating Support staff will be professional at all times and that means that they will work to a clear code of practice.

Your support worker cannot:

- Give you their personal home/mobile number or email/facebook address.
- Give you their home address or take you home.

- Let you visit their home.
- Use inappropriate language, particularly of a sexual, aggressive or racist nature.
- Socialise with you outside office hours.
- Act as your guarantor or provide you with a bail address.
- Come into work under the influence of drink or drugs
- Borrow money from you.

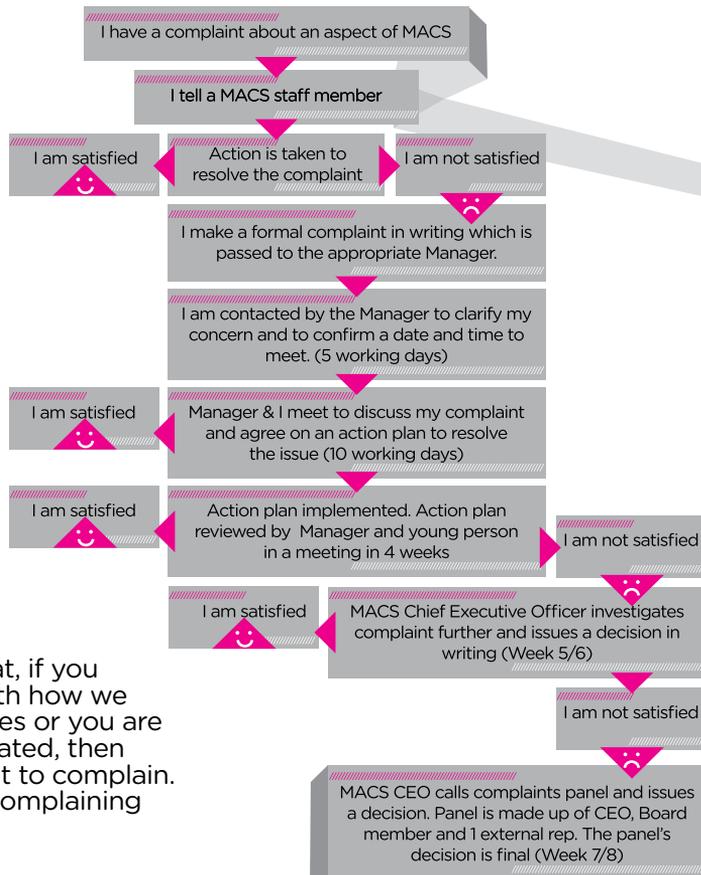
We take your safety seriously and if you think your worker is doing something wrong you should contact their manager.

EQUAL OPPORTUNITIES

At MACS we are committed to providing a service that promotes equality. You will be treated equally regardless of disabilities, race, gender, sexuality, ethnic origin, religion, culture, educational background, or other factors that you believe make you feel different to others.

If you feel you have been discriminated against or treated unfairly you have the right to complain.

COMPLAINTS PROCEDURE



MACS believe that, if you are not happy with how we deliver our services or you are being unfairly treated, then you have the right to complain. The process for complaining is as follows:



POLICIES AND PROCEDURES

MACS have a range of Organisational and Service Specific policies and procedures that exist to promote your rights, safety and wellbeing.

When you begin your support you will be offered a booklet of all relevant policies and procedures. Your support worker will spend time explaining them all to you. You can then keep this booklet to refer back to at anytime. All young people have the opportunity to change or shape policy and procedures by talking to staff, a manager or by getting involved in the Forum or Participation Sub Group. We are committed to providing you with a service that safeguards and promotes equality.



PROTECTION FROM ABUSE

MACS believe you have the right to be protected from abuse or neglect.

Therefore it is important for you to understand what abuse is, how to report it and what will happen

WHAT IS ABUSE?

Abuse can be:

Physical: hitting, punching, kicking

Sexual: rape, sexual assault, sexual acts without consent.

Psychological and emotional: threats of harm, intimidation, harassment, humiliation, blaming, deprivation of contact.

Financial: including theft, fraud, exploitation or pressure in connection with any finances; e.g. benefits, wages, possessions.

Neglect: including not looking after physical or medical needs, not accessing appropriate healthcare, withholding food, heating or medication.

Discrimination or harassment: based on your culture, disability, gender, racial origin, language, religious beliefs or sexual identity.

HOW DO I REPORT ABUSE

There may be other things not on this list. If you are worried or if you know or believe that you, or someone else is experiencing abuse it is important to report it as quickly as possible.

Your report will be dealt with immediately. You can talk to any staff member in the project or, if you feel you cannot talk to a staff member, you can telephone the PSNI, NIHE, local member of the clergy or the NSPCC Child Protection Helpline: 0808 800 5000. You could also contact the Emergency Duty Social Work Team: 02890 565444, this team covers all the Eastern Board area and works out of hours.



WHAT HAPPENS NEXT?

Anything that you tell us will be treated with respect. It will not be the subject of gossip. You will be taken seriously.

The worker will make sure they understand the basic details of the suspected abuse. They will inform the Project Manager and assess the immediate safety of the person concerned. At MACS our role is to support not to investigate and we will pass your concerns on to the relevant agency.

The designated officer for the Protection of Children and Vulnerable Adults at MACS is Mary Ryan , Chief Executive Officer, she is based in our Belfast Office Tel: 02890 313163.

PROTECTION OF CHILDREN AND VULNERABLE ADULTS

MACS work to protect children and young adults from harm. If we have any concerns that a child or vulnerable adult is at risk of being harmed we have a 'Duty to Care' and we **HAVE** to share this information. Information will be shared with the project managers and social services when required. If you are a parent we also have a 'Duty to Care' for your children.

CONFIDENTIALITY

The information you share with us will be treated as confidential, unless you disclose anything that is a risk to yourself or others, as defined by law. Please see information on protection from Abuse for more information.

Any information that is shared for training or research purposes will be anonymous and we will ask for your consent.

ON CALL

On Call is a service offered to young people at MACS in a time of extreme stress or crisis. A named member of staff will be available by phone even when the office is closed, late at night or at a weekend. On Call is an extra support service that needs to be agreed in advance.

SMOKING POLICY

It is the policy of MACS that all our workplaces are smoke-free. All our employees, young people and volunteers have a right to work in a smoke-free environment.





LED BY YOU YOUNG PEOPLE'S PARTICIPATION

At MACS we value and encourage your participation in all aspects of our work. We want to hear what you think and do something about it. We will provide opportunities for you to be involved at all levels in MACS. We will ensure you have a real say in how we work with you. We understand participation is not for everyone and will not discriminate against you if you do not want to get involved.

Your support worker should encourage you to participate and have your say. Among the ways you can participate are: to get training and sit on the interviews panels for recruiting staff and volunteers, attend the Young People's Forum (A group of young people who meet to discuss issues concerning the activities at MACS), and attend sub-group meetings with your worker on the development and planning of services or activities.

We have a range of ways you can get more involved in MACS. You can get a copy of our Participation Strategy from any office or from our website. We also have a number of ways that you can give us feedback on the work we do;

- Yearly review of the Service (group work)
- Yearly feedback on project worker support (1-1 with manager)
- Feedback from you referrer if applicable (18 monthly by questionnaire)
- Young Peoples Vision Day (Organisational, external facilitator and 18 monthly)

GROUP ACTIVITIES

All the Floating Support teams provide a range of group activities to let you meet other young people from the project. You will be given a new group programme every three months. Activities may include a visit from the housing rights, or benefits office, or a games night or trip out. The young people attending the group agree their own programme of activities.

We arrange visits between offices and participate in organisational events with other services at MACS.

When you finish your support with MACS there are still opportunities for you to continue to be involved via the Forum, Participation Sub-Group and Board of Directors.

YOUR FILES

At MACS Floating Support you will have your own file. In this file we will keep a record of all the work you



do with your worker and any other information you would like recorded; for example, copies of applications or important letters. These files contain typed and handwritten documents. They are kept in a filing cabinet and on computer file. We also use an online hard outcomes monitoring system called SPIN.

Your worker will explain these system and tell you what Data Protection is, and we will ask you to sign a form to say that you understand your rights.

You should read what is written about you by MACS staff. Staff have a responsibility to ask you to read your file and sign that you have read it. You can also choose to write your own contact sheets with your Support Worker. You can ask to see your files at anytime.

USEFUL CONTACTS

EMERGENCY

Police 02890 650 222

Childline 0800 1111
www.childline.org.uk

Emergency Duty
Social Work Team
02890 565 444

Freephone Domestic
Violence 24 hour helpline 0800 917
1414
www.womensaid.org.uk

Drinkline (Alcohol
Concerns) 0800 9178 282

Freephone Drugs Helpline
0800 776 600
www.talktofrank.com

SUICIDAL

LIFELINE
0808 8088 000
Freephone Helpline
www.contactyouth.org

Samaritans
08457 909 090
028 90 664 422
www.samaritans.org

UTILITIES

Power NI (Northern Ireland Electricity)
08457 455 455
www.nie.co.uk

Phoenix Gas Freephone
24 hour emergency
0800 002 001
General Enquiries
0845 4555 555
www.phoenix-natural-gas.co.uk



ADVICE

Children's Law Centre
08088085678
www.childrenslawcentre.org

Housing Rights Service
028 90 245 640
www.housingrights.org.uk

Homeless Advice Centre
028 90 317 000

Bus and Rail Information
028 90 666 630
www.translink.co.uk

Citizen's Advice Bureau
028 90 503 000
www.citizensadvice.co.uk

HOSPITALS

Daisy Hill 028 30 835 000

Ulster 028 90 484 511

City 028 90 329 341

Royal 028 90 240 503

Lagan Valley 028 92 665141

Downshire 028 44 613 311

Eating Disorder Association
028 90 235 959

RELIGIOUS/CULTURAL INFORMATION

Presbyterian Church
in Ireland 028 90 322 284

Church of Ireland Diocesan
Office 028 90 322 268

Diocese of Down and Connor
Development office
028 90 756 565

Quakers Religious Society
of Friends 028 90 222 455

Portala Buddhist Centre
028 90 238 090

Belfast Islamic Centre
028 90 664 465

Methodist Department of Youth
&Children's Work
028 90 327 191

CULTURAL/ETHNIC MINORITY SUPPORT

An Munia Tobar
028 90 438 265

Foras na Gaeilge
028 90 890 970
Ulster Scots Agency
028 90 231 113
Chinese Welfare
Association
028 90 288 277

Multi Cultural Resource
Centre 028 90 244 639

NI Council for Ethnic Minorities
02890 238 645/319 666

JOBS AND BENEFITS

Benefit Enquiry Line
(freephone) 0800 220 674

Job Centres NI
(free-phone) 0800 353 530

Conor Buildings
028 9054 5500

Hollywood Road
028 9052 8900

RELATIONSHIP, SEXUALITY AND SEXUAL HEALTH SUPPORT

Relate 0870 242 6091

Cara Friend - Gay Helpline
028 90 322 023

Cara Friend - Lesbian
Helpline
0779 4965275

The Rainbow Project
028 90 319 030

GLYNI 07707 216 921

Brook Clinic Belfast
028 90 328 866

Family Planning Association
0845 1228687

HOUSING EXECUTIVE

Main Number
08448 920 900
Repairs Line
08448 920 901

Housing Benefit
08448 920 902

Housing Advice Centre
028 90 317 000

www.housingadviceni.org

SOCIAL SERVICES

Carlisle Health &
Wellbeing Centre
0845 30006650

Bradbury Centre
028 9091 2100

TSL House
028 9262 7400

Wellington Park
028 9091 2300

Eastside Project
028 9065 1239

Emergency Duty Team
028 9056 5444

TRAINING ORGANISATIONS

Belfast MET
028 9026 5411

North City Training
028 9043 9174

Belfast Central Training
028 9032 4973

Womens Tech
028 9074 9810

Give & Take
028 9031 1007

DISABILITY SUPPORT SERVICES

Blind Centre for NI
028 90 500 999
Deaf Association for NI
028 90 387 700

MENCAP
028 90 691 351

Disability Network
028 92 667 227

MAOS

SUPPORTING YOUNG PEOPLE

BELFAST: T: 028 9031 3163 F: 028 9033 2214
DOWNPATRICK: T: 028 4461 5155 F: 028 4461 6551
www.macsni.org

