

HOUSING  
HANDBOOK

MAOS

SUPPORTING YOUNG PEOPLE



MOVE IN TO MOVE ON

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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, YOUNG PEOPLE PARTICIPATION STRATEGY or STAFF HEALTH AND WELLBEING STRATEGY please check out our web site [www.macsni.org](http://www.macsni.org) or contact the main office or ask any member of staff - contact details are included in this booklet.

# WHAT IS MACS SUPPORTED HOUSING SERVICE?

Are you thinking about getting your own place? But do you feel that maybe you're not quite ready to take it all on? Then maybe Supported Housing with MACS is an option for you. We have accommodation in Belfast, Downpatrick and Newry; self contained flats that young people can move into and get support to be better prepared to run their own home in the future.

Our Supported Housing is staffed around the clock. We have project workers covering most of the day work and support workers doing the bulk of the night shifts. Each area has a different referral route. All our accommodation has shared space(s) for young people where we run events, groups or just hang out.

In each of our Supported Housing locations we will focus getting to know you so we can help you with housing related support, keeping safer, training and education and being a good neighbour. We won't just give you a flat and leave you to it! Through living in a MACS flat you can get experience of all the responsibilities that come with living in your own place but with direct support. So if you want support in any of these areas then give us a shout. Young people living with us can stay for up to 2 years. We also make sure

that leaving is done in a planned way and that you are supported when moving on from MACS.

A full list of our policies and procedures are included at the end of this booklet. Staff will make sure you are familiar with these.

## WHAT'S IT LIKE?

### **BELFAST**

We have 18 flats in one building in the University area. MACS have this accommodation in partnership with HELM Housing Association. To access this supported accommodation you have to be:

- 16-21 years old and eligible for transition services
- Be from the Belfast or South Eastern Trust area

We have a staff team of 9 or 10 if you include 'MACS' our rescue dog. He regularly visits and is well up for a pet, walk or half of your dinner if you're not careful! - check out his photo on the website.

Referral Process: Your social worker completes a referral and takes it to the Belfast Trust or South Eastern Trust Resource Panel which meets monthly. All the supported housing providers sit on this Panel (MACS, Barnardos & BCM) and referrals are allocated to the different providers at this meeting.

### **NEWRY**

MACS Newry is our newest development as we set up supported housing in partnership with the Southern Trust. We have 7 self contained furnished flats

across 2 converted houses. This accommodation is managed in partnership with Oaklee Housing Association. To access this supported accommodation you have to be:

- 16-21 years old and eligible for transition services
- Be from the Southern Trust area

We have a staff team of 5 and opened in March 2014. We have a central Newry location and are really close to all local amenities, services and education/training facilities.

Referral Route: your social worker completes a referral and sends it in to MACS. MACS will prioritise referrals in partnership with the Trust. The Trust are looking into establishing a monthly Resource Panel meeting for supported accommodation.

### **DOWNPATRICK**

So MACS Floating Support in English Street is morphing with Housing into 'MACS Flousing'! Like it or loathe it you heard it here first! Welcome to our brand new integrated Floating Support and Housing Service. The familiar faces of our Floating team will now also work with young people living in our supported housing, taking their local knowledge and networks to young people leaving care as well as young people facing homelessness.

This location has a mix of accommodation; 6 self contained flats for young people who are leaving care or who are homeless and are aged 16-21 years old. If you move into one of these flats you can stay for up to two years. The other 2

rooms, which are small bedsits, will be short term (10 days) emergency accommodation for 16-17 year olds who present at the Housing Executive as homeless. This emergency accommodation is provided to provide a safe place for young people to live while the Trust complete a UNOCINI assessment.

Referral to the 3 'care leavers' flats is through the South Eastern Trusts monthly Panel (see Belfast).

Referral to the Emergency 10 day accommodation or the Homeless accommodation is through Downpatrick homeless office (NIHE). In presenting as homeless the Downpatrick NIHE office will complete an initial assessment with you. This will then determine whether or not you are referred to MACS emergency accommodation or for assessment for one of the flats allocated to homeless young people.

## **HOW DOES IT WORK?**

At MACS we try and get a balance between young people making their own choices and living their lives as they want to AND keeping everyone (thats you, other young people and staff) safe. So we have a mix of;

- project workers (they do all the daytime stuff including key work, support planning, reviews and meetings),
- Support workers, sessional workers and volunteers (they do a lot of groups, cooking social

activities) and help to keep things safe at nights and over weekends.

The idea is to make Housing a shared space for everyone who lives and works there, where young people can feel at ease, safe and supported.

Our staff do not police the building, we are not there to watch your every move or to control how you live your life. We need you to work with us to keep safe and to make sure that you and people visiting are respectful towards others and property. Through good relationships, being up front, talking over and negotiating a way through problems, being clear on expectations and ensuring that staff are actively involved with young people particularly in the evenings, we aspire to break down worker/young people 'divisions'. We want young people to be fully involved and to continually improve MACS for the young people who live with us. Our approach to work is informed by Social Pedagogy.

## AT MACS WE WILL SUPPORT YOU WITH:

- Making sure you have the right money coming in, setting up bank accounts, dealing with benefits offices and forms
- Budgeting, shopping, cooking, cleaning up, running a home, getting the right income
- Making your flat a home for you, personalising your space, painting, decorating, health and safety  
Sorting out repairs and paying bills.
- Registering with GP, Dentist,

getting your physical health sorted out

- Doing things you like, trying out new things and taking on new challenges
- Working with you to feel better about your mental health and general health
- Handling visitors & keeping safer, emergency contact numbers,
- Handling tempers and working to sort out problems or differences
- Building and developing relationships with other young people and staff
- Building and developing relationships with partners, family, friends, professionals and other young people across MACS Services
- Getting more linked in with your community and social / activity / leisure opportunities
- Building links in your community
- Sorting out training, education, employment and all related skills such as interview prep, CV writing and completing applications.

There's more to living at MACS than what's listed above. So talk to us about what you want and need and we will definitely try to sort it out with you. We also offer lots of opportunities for you to give us your ideas, thoughts and feedback on what you would like to do and what we could do better.

## GENERAL RULES

- Initially limits on number of visitors
- Limits on number of overnights you can have out of the Project.
- Initially limits on the amount of nights your friends/partner can stay over.

- Under 17's can't visit without social services/parental permission.
- MACS can bar specific people permanently from the flats.
- Violent, threatening or intimidating behaviour can lead to you being moved out.

## ARRANGE A VISIT

Why don't you come and get a look around. Get in touch with us (do it yourself or get your social worker, PA or someone from the childrens home to contact us) and we will show you around and tell you about what we do. If you want, you can talk to some of the young people who already live with us. Our contact numbers are in this booklet.

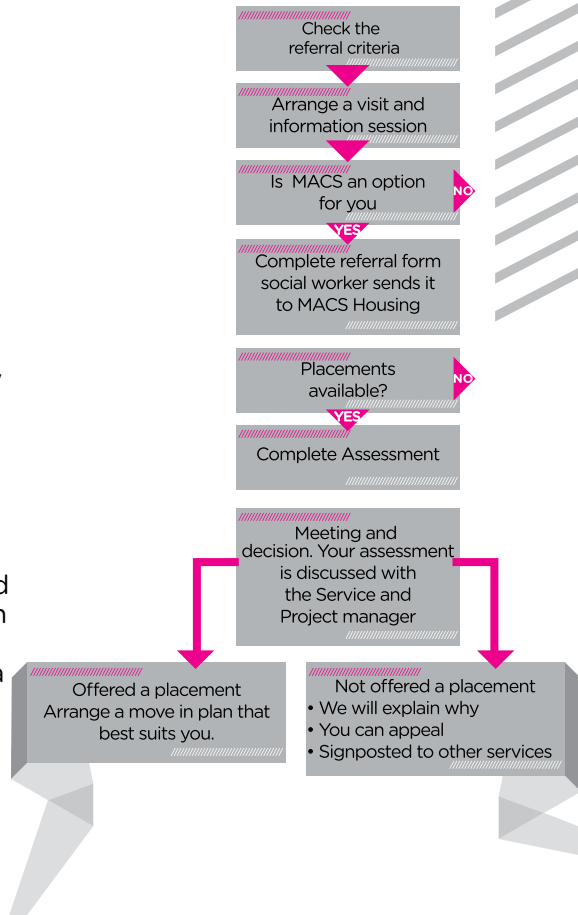
## HOW DO I GET SUPPORTED HOUSING WITH MACS?

You need to check out our referral criteria and see if you hit everything on the list. Think about what you really want... **if you do not want support then MACS is not the place for you;** we will not just give you a flat and leave you to it. If you meet the referral criteria and you do want support then then you and your social worker/NIHE need to fill out a referral form and send it in to us. If you haven't already had an info session, we will arrange this with you. The next step is to meet up with a project worker to do an assessment;

- What things would you like us to support you with and how might we do this.
- Are there any risks around for you and how could we work together to support you to be safer.

You then come to a meeting with the Housing managers to discuss your assessment and decide if MACS is the right place for you at this time. Your social worker, PA or residential (if you have one) worker comes to this meeting with you. This meeting is recorded and you will receive a copy of this and a letter confirming the decision.

## REFERRAL PROCESS (HOUSING)





## MACS MAY SAY NO IF:

- You would rather have a place of your own.
- You do not want to meet up and work with staff.
- There is someone living in MACS already and you two cannot live in the same building.
- There are problems in the building at the time of your assessment and we are concerned that you will get sucked into them and be unsafe.
- You have charges of a violent or sexual nature pending.
- You currently pose risk to other people (violence, aggression, sexual).



## CAN I DO ANYTHING IF I AM NOT OFFERED A MACS FLAT

You can appeal the decision not to offer you supported accommodation at this time. Your right to appeal will be explained to you and you will be given our appeals policy and procedure.

## HOW LONG CAN I STAY AND WHATS HAPPENS WHEN I AM MOVING ON?

We offer temporary accommodation and support. You can stay for up to 2 years. At aged 17<sup>1</sup>/<sub>2</sub> we get you registered with the Housing Executive to get your housing points and make your area choices. This is just to make sure you are on the housing waiting list as soon as possible.

Move on from MACS is planned with you in plenty of time. We start this around a year and then spend more time on it as you prepare for leaving. We will support you (if you want us to) right through actually moving out of the flat and into wherever you are going next. We usually have daily contact with young people as they move on from MACS. We will support you for around 2 months after you move out. During this time we will be overlapping with MACS Floating Support. The Floaters can give you up to another 2 years support in your own place.

## WHO PAYS FOR ME TO BE AT MACS

Your placement is jointly funded by Supporting People and Trusts.



Each placement costs £550 per week per young person. So MACS work in partnership with the Trust and Supporting People to provide you with supported housing. This partnership working is set out in a Service Level Agreement with the Trust, and a contract with Supporting People.

your social worker. It means then that MACS have to make sure your social worker has general information on how you're getting on and is informed if there are any worries about your or your accommodation at MACS. MACS do this as we work in partnership with social services to support you.

## WHAT THIS MEANS FOR MACS;

As they pay for your placement, the Trust and Supporting People expect us to spend the money appropriately, provide a good supported housing service to young people and meet certain quality standards. The quality standards we are assessed against are;

- Standards for Young Adults Supported Accommodation Projects in Northern Ireland (Regulation and Quality Improvement Authority)
- Quality Assessment Framework (Supporting People)

When we are assessed against these standards, Supporting People and RQIA representatives will speak to young people and staff about what its like to live and work at MACS.

In paying towards the cost of young people living with MACS, the Trusts need to know how young people are getting on; are you safe, are you happy with MACS, are you ready to move on, what are you working towards etc. This is done through



# WHAT THIS MEANS FOR YOU;

Both the Trust and Supporting People will want to know that you are using your placement at MACS appropriately. Each month or quarter, MACS have to fill out statistical forms for Supporting People, Trusts and Housing Associations on placement move ins, endings, number of nights spent in the flats, empty flats and so on. The Housing manager also meets regularly with senior managers from the Belfast, Southern and South Eastern Trusts to prioritise waiting lists, discuss move ons and use of flats. So if you do not stay in the flat most nights, if you do not meet up with your worker or if you will not work with us to manage risk and keep safer, then MACS is not the right place for you. You will then be supported to move on before the 2 years comes around.

On a day to day basis it means that your social worker (if you have one) should have a good idea of how things are going for at MACS. It is important that you tell someone if you are unhappy at MACS as if we do not know we cannot take action to try & fix it. Your project worker and social worker will be in touch about your reviews and support planning. You will know all about this as your project worker will keep you up to date and encourage you to

be the main link with your social worker. MACS will be invited to attend any LAC reviews, Pathway Planning reviews or risk management meetings the Trust may be holding with you.

## WHAT DO I PAY FOR

- Heating
- Electricity
- Food
- All your own bills
- Any home insurance that you take out (we recommend that you do this)
- TV Licence
- Any damages caused to MACS property by you or your visitors

## WHAT DO MACS PAY FOR

- Any group activities we run
- Any residential or outings (you bring your own spends)
- Communal heating and lighting
- Upkeep and maintenance of communal laundry equipment
- Boiler servicing and servicing of fire safety equipment (including a yearly fire safety audit)
- That's it!

We do not keep money in the building. Staff cannot get money for top ups or food. If you run out of money, you need to talk to your social worker/get a crisis loan. Your

electricity and gas will not run out over a weekend, but will go into negative credit until the next working day. So when you do top up, the meter will eat up the credit you owe it.

## SO I GOT OFFERED A FLAT WITH MACS, WHAT NEXT?

- Plan your move with your project worker and whoever else needs to be involved.
- This may be phased over a few weeks from where you are living now.
- Your social worker will process your move in money (this can take a few weeks) or you can apply for a Community Care Grant.
- You arrange to do your move in shop.
- MACS will top up the electricity and gas for you moving in (£5 each) and make sure the flat is clean.
- Arrange to move your stuff from where you live now over to the flat.
- Move in is always during a week day, so that your social worker and PA are around to support you.


## MOVING IN, WHAT HAPPENS

- Sign a licence agreement and complete a health and safety check with staff.
- Go over the contract you agreed at the move in meeting
- Get the flat keys.
- Meet staff and other young people.
- Staff will help you unpack and set up your flat if you want.
- Staff will cook a meal with you regularly to get to know you and help you settle in.
- Agree some dates to meet your project worker and to complete your first support plan.

We understand that when you first move in you will want time to chill out and enjoy living in your own place. We know it will take time for you to get used to living at MACS and to get used to how we do things.

You will be learning new routines and will be encouraged to do more things for yourself, such as getting yourself to and from appointments and the places you want and need to go to. This is why we see the first 6 months as a settling in time, when you will work out what you want support with and the things you can and cant do while at MACS.





YOU WILL ALWAYS  
BE EXPECTED  
TO BE A GOOD  
NEIGHBOUR  
AND TO TREAT  
ALL OTHER  
YOUNG PEOPLE  
AND STAFF AT  
MACS WITH  
RESPECT.

## WHAT DO I NEED TO MOVE IN AND ROUGH COSTS

(based on TESCO prices)

### Bedroom stuff

Double duvet (flame  
retardant) £20

Pillows X 2 7£

duvet & pillow cover  
set X2 £40

Fitted sheets X 2 £14

### Bathroom Stuff

Towels X 4 £40

Bin £5

Laundry basket £5

Loo brush £2

### Kitchen Stuff

16 piece cutlery set £5

5 piece knife set £15

Utensil set £10

6 glasses £5

12 piece dinner set £30

Starter set of 3  
saucepans £10

1 frying pan £15

Chopping board 5£



Kettle	£15
Toaster	£10
Microwave	£20 - £40
Oven gloves	£5
Measuring Jug	£3
Oven Dishes	£10
Salt and Pepper shakers	£10
Tea towels	£10
Kitchen bin	£15
<b>Flat Stuff</b>	
Iron	£20
Ironing board	£15
Mop and bucket	£6
Brush	£3
Dustpan and brush	£2
Door mats	£5
Hoover	£40

**Toiletries and cleaning stuff**

Hand soaps	Loos
Shower gel	Kren
Shampoo	and bathroom sprays
Deodorant	
Total around	£15

TV Licence  
for one year  
£140

**Total for basic  
move in stuff  
is £590**

Additional move in  
stuff may include

32" TV	£250
Sofa	£500
Bed	£90 - £175

Talk to your social worker about using your leaving care grant to buy these items. If you do not want to use your leaving care grant for such items, MACS will provide you with a single bed and a sofa for the flat.

# LICENCE AGREEMENT

You get a copy of your licence agreement and MACS keep the copy on file

NO weapons are allowed in the project or flats

Work with staff on keeping safe

You can insure your stuff. If you do not do this and your property is lost, damaged or stolen, then you will have to pay to replace them

MACS can ask you to leave immediately if your behaviour causes damage or serious harm to yourself or to others

A LEGAL AGREEMENT BETWEEN  
**YOU ▶ MACS ▶**  
**HOUSING ASSOCIATION**  
WHICH SAYS...

You can't have a pet  
Sorry!!

You need to tell staff if repairs need carried out

Visitors must be at least 17 years old

You cannot have someone move into the flat with you

Staff can let contractors into your flat to carry out repairs or servicing

Staff can enter your flat if they have concern over your wellbeing or safety

You must meet with staff to work on support plan areas

You are responsible for the behaviour of your friends/visitors and any damages they cause

# COMMENTS FROM YOUNG PEOPLE

My favourite bit was  
the residentials

I have learnt to be  
more accepting

Covering up mess with  
a blanket doesn't fool the  
housing team!

Don't try opening a  
washing machine  
with a metal bar!

My favourite part of living  
with MACS was being  
able to have my  
friends over to visit

I loved when the students  
were in Housing -  
we learnt from them  
and they learnt from us

I have learnt that I would  
like to go travelling

I've learnt not to be so  
trust worthy of people I  
let into my flat

I have learnt to be a good  
neighbour

Don't leave a water  
tap on for two  
days solid!

My favourite part was  
having my own space



# MACS SUPPORT- HOW DOES IT WORK

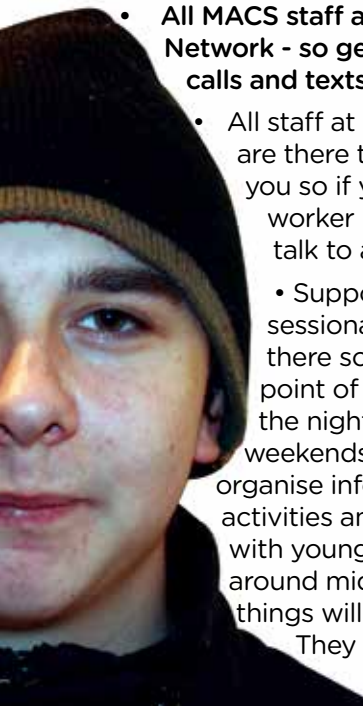
- You will have a project worker who will be your main contact while at housing. They will work on support planning, getting these things done and work with you on keeping safe. They will also make sure your support plan is reviewed regularly and in partnership with your social worker.
- Your project worker & support worker will meet with you several times a week and contact you by phoning and texting.
- The amount of time you spend with your worker will depend on what you need and want support with and any risk that is around for you.
- **All MACS staff are on the O2 Network - so get on it for free calls and texts**
  - All staff at MACS are there to support you so if your project worker is not around, talk to another worker.
    - Support and sessional staff are there so you have a point of contact through the night and at weekends. They will organise informal group activities and spend time with young people up until around midnight when things will wind down. They may also

spend time with you one to one as part of your agreed support or safety plan.

- Night staff are around to help sort out any problems or disagreements that start up at night. They will always try to calm things down and make sure unwanted visitors leave the building.
- We will work with you at your pace, supporting and encouraging you to try out new things and take on new challenges.
- We will be up front with you about any concerns we have and will always try and work through problems with you.
- We don't update friends or family on how your getting on, thats your business. Sometimes this can be difficult for family or parents. If your family want information about you, they will have to link in with you or your social worker.

## WHAT WORKERS CANNOT DO

- Socialise with you or contact you outside of working hours
- Come into work under the influence of drink or drugs
- Use inappropriate language, particularly of a sexual, aggressive, sectarian, racist or homophobic nature
- Give you their personal home/mobile number, email or facebook address





- Take you or invite you to their home
- Date you
- Act as your guarantor or provide you with a bail address
- Give you money or gifts outside of that agreed with the Project manager
- Borrow money from you

If you have any concerns about a workers behaviour or professional boundaries please tell a manager or tell someone who will speak to a manager on your behalf. You always have the right to make a complaint if you are unhappy about any aspect of MACS support.

## 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 should not double up on work being done as part of your Pathway Plan, rather they should fit together. Your support plan will also include any safety 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. Your social worker will be invited to your review. You can also call a review at any time. The housing 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 4 times a year and should offer to take you through the SPIN system.

## YOUR FILE

- You can write your own case notes
- You can personalise your file by decorating it or using coloured paper
  - Your worker must show your file to you and give you time to read it
  - You will be expected to sign off that you have seen your file, read it or at least been given the option of reading it.
  - You can ask to see your file at any time during project worker hours.
  - There is no restricted section in your file.

- Your file will be stored for 7 years following your move on, it will then be shredded.
- All Trust documentation (LAC Reviews, minutes or UNOCINIs etc) are returned to the Trust when you move on.
- Files are stored securely.

## ACTION MEETINGS

These are group meetings for young people living in the building. They are run by project workers and are informal and relaxed. They are held every 2-3 weeks and are used to

- agree activities / groups
- discuss and improve the day to day running
- plan residentials and trips
- organise topical workshops and on site training
- share ideas and make suggestions
- sort out problems
- share information
- discuss any health and safety issues
- have a meal together



# MACS EVENTS


MACS run a program of group based activities and issue based workshops throughout the year. MACS create and publish a yearly calendar of main events based on what young people want. Housing can attend any MACS Organisational (all 3 Services) event. We also run training courses each Service runs it own residentials. We also double up on residentials with other Services so you get to meet other young people and staff.

- Organisational events calendars are displayed in the offices and on our web site
- Posters of upcoming events and groups are displayed in the offices


# NOT HAPPY OR GOT AN IDEA

Then tell us, if you don't tell us we cant make changes. If you are unhappy with the support we are providing we need and want to know. If a worker is not meeting you as agreed, is not completing the tasks they have agreed to do with/for you, is rude or disrespectful toward you, or if you feel they are behaving inappropriately then you need to let us know. Remember you have the right to make a complaint. The complaints procedure is in this booklet and displayed in the offices.





We also want to know if you have an idea for making housing a better place to live, this could be re decorating, making changes to policy and procedure, staff rotas, how housing is run or maybe a suggestion for a trip, activity or training. Tell a worker or bring it up at an Action Meeting.



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 Trainee Participation workers)
- Feedback from you social worker (18 monthly by questionnaire)
- Young Peoples Vision Day (Organisational, external facilitator)
- Exit questionnaires completed with Trainee Participation workers.

## EXPECTATIONS TAKING RESPONSIBILITY FOR YOUR VISITORS

You will be expected to take responsibility for your behaviour, choices and actions while living at MACS. This includes, being responsible for the behaviour of the people you let into the building. Your flat is your personal space, we want you to make it homely and to take care of it. Think carefully before you invite people into your home; are they going to trash it? steal from you? hurt you or do the same to other young people or staff?

- You will be expected to pay for any damages you or your visitors cause.
- You will be expected to ask visitors to leave if they are under 17 or are being aggressive or abusive
- Your visitors can be barred temporarily or permanently

## BEING A GOOD NEIGHBOUR

Being a good neighbour is really important. You have other young people, neighbours and staff, to live along side. So everyone needs to make an effort to get on with one another and to work out problems



that come up. This does not mean you have to like everyone, but it does mean you have avoid winding things up or getting involved in things that have nothing to do with you. We have strict rules around violence, so if you hit someone, you will have to move out. We also have policies on bullying, visitors, drinking/drugs and warnings.

## PSNI

We do have a good relationship with the community police in the area. They do regularly call into the building and sometimes attend action meetings.

Through working with the police we want to:

- Improve perceptions of police and their role
- Give young people access to information on their legal rights and responsibilities
- Improve understanding of the criminal justice system and police processes
- Give young people the opportunity to get more involved in the local community
- Make it easier for young people to approach the police if they have been a victim of a crime

## SORTING OUT PROBLEMS TOGETHER

MACS understand that at times problems will come for you. You must remember that our first


reaction is not to move you out. It is important that you are honest about what has taken place so we can try to work things out together. We may need to take some time to work out what has gone on and to consider what the best solutions may be.

It may be necessary to have a meeting with you and your social worker if there are worries or risks linked to what has happened or what is going on. At the meeting we will work out what we all need to do to make you or others safer. Our aim will always be to do this in agreement with you. However we may need to set some short term rules that you will be expected to keep to.


## WORKING WITH RISK & KEEPING SAFE

Most young people living at MACS will at times do things that makes them/others unsafe. This may come from their own actions or behaviours, such as drinking too much or self harming. Or it may come from someone else who is aggressive, threatening or involved in anti social behaviour. Whatever the risk is, our first reaction will not be to ask you to leave. We want to work with you





on safety issues. We will be honest with you about any concerns we have and explain why we believe risk exists. We aim to negotiate and compromise with you to help you to keep safer, agreeing realistic and doable risk management plans with you.



Risk management is our (thats you, MACS and social services) joint agreement to working with the issues that may be hurting you or making you or others unsafe. Its about working together to keep safe. It only works if you buy into it and stick to the management plan. Sometimes working with risk will mean putting restrictions on what you can and cannot do. If you are involved in an incident while at MACS, staff will write up a short report on what happened, who was involved and any action that was taken or is to be taken.

A copy of this 'incident report' will be sent to your social worker. Your project worker will go through this report with you.

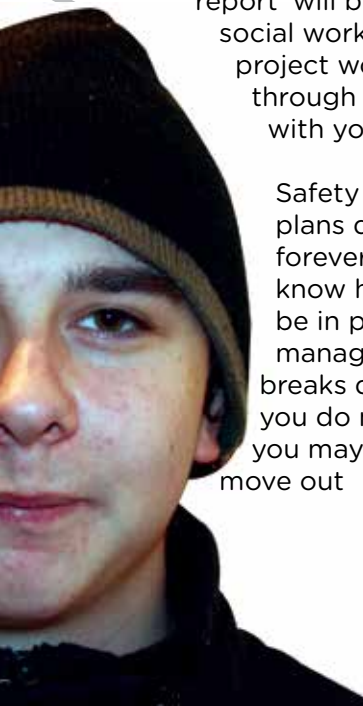
Safety management plans do not last forever and you will know how long it will be in place for. If the management plan breaks down because you do not keep to it, you may have to move out

## WARNINGS

Warnings can be either verbal or written, permanent or temporary. Written warnings are given in response to more serious incidents. If you are given a warning, your project worker will talk to you about why it is being given and the manager will put it to you and your social worker in writing. If you are being given a written warning, it is likely that a meeting will be called with your social worker to discuss the problem.

## NOTICE TO QUIT

A notice to quit means you will be given 4 weeks to plan your move on. MACS will give you the notice to quit on behalf of the Housing Association for breaking your licence agreement. In very extreme circumstances you can be given an immediate notice to quit, that is you leave that same day or within 24 hours. A notice to quit will be given if you bring risky or dangerous people into the building, if your assault someone, or behave in an abusive or threatening way. It may also be possible to negotiate a plan to stay at MACS. You will then be expected to do all these things over the 4 weeks and from then on. If after the 4 weeks problems or risks come up again, you will be given another notice to quit and the placement will close. You can appeal this decision and staff will explore this with you if you are given a notice to quit.



**It is important that you understand that alternative accommodation is very difficult to find at such short notice. Unless you have family or friends that you can stay with, you will have to present as homeless and you will be accommodated in a hostel or foyer.**

If you are given a notice to quit, staff will support you to move out of the flat and work with you in the community. You can still get MACS Floating Support if you want it.

## HEALTH AND SAFETY

As part of our contractual arrangements MACS have a responsibility to make sure the building and flats meet health and safety standards. MACS will;

- Carry out a monthly check of your flat or more often if necessary
- Raise any health and safety concerns with you
- Carry out nightly checks of communal areas
- Complete any repairs due to wear and tear
- Carry out fire drills

You also have a responsibility for keeping up with health and safety standards, particularly in your flat and you agreed to do this when you signed the licence agreement. You will be expected;

- Not to damage property, fixtures or fittings
- To pay for damages caused by you or your visitors

- To tell us if you notice a health and safety problem or need a repair carried out.
- To keep fire doors closed and escape routes clear

## SMOKING, DRINKING AND DRUGS

MACS buildings are all smoke free. Smoking is not allowed in communal parts of the building (in the offices, stores or at the front or back door). Smoking is discouraged as it is really bad for your health. However smoking in flats is allowed. You are expected to put out cigarettes if staff are coming into your flat. Smoking outside the front of the building is not allowed. There is a small smoking area outside the back of the building. Taking drugs, including medication that is not prescribed for you, and underage drinking are all against the law. Flexibility on what you do at MACS will depend on how safe you can keep yourself and others. We work with each young person on an individual basis.



# POLICY 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 move into the Housing you will be given a booklet of all relevant policies and procedures. Staff 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 specific group work. We are committed to providing you with a service that safeguards and promotes equality.

# PROTECTION FROM ABUSE

MACS believe that all children and young people have the right to be safe and protected from harm, abuse or neglect. It is important for you to know that if we are concerned that you or other young people or children are being abused, that we will take action to stop it. So you need to know what abuse is, how to report it and what will happen to that information.

## WHAT IS ABUSE?

Abuse can be: (these lists are just some of the ways people can be abused);

**Physical** - hitting, punching, kicking, slapping etc

**Sexual** - rape, sexual assault, sexual acts without consent, sexual acts while drunk or under the influence of drugs

**Emotional** - threats of harm, intimidation, harassment, humiliation, blaming, controlling behaviours, isolating, name calling and put downs.

**Financial** - theft, fraud, exploitation or pressure in connection with any money or possessions, controlling you getting or spending your money.

**Neglect** - not looking after physical (ie washing, toileting, not changing nappies, inappropriately clothed) or medical needs, lack of food, lack of physical and emotional stimulation such as playing, exercise, walking





(eg a baby or toddler being left in a cot, high chair or alone for long periods of time). Remember abuse can also come from a member of staff or other professional - check out the list stating 'what staff cant do' as well as the list above.

## HOW DO I REPORT ABUSE

If you are concerned about abuse it is important that you report it as quickly as possible. You can talk to any member of staff. If you do not feel comfortable talking with someone from MACS, tell your social worker, PA, or someone else who will take action to protect you or whoever it is you are concerned about. You can also contact the Police, Emergency Duty Social Work Team (from 5pm - 9am), Childline or the Womens Aid (domestic violence) Emergency line. All these numbers are either 24 hour or out of hours. Contact numbers are provided at the end of this booklet.

## WHAT HAPPENS NEXT

Anything you tell us will be treated sensitively and respectfully. Your information will be taken seriously and your confidentiality will be maintained within housing line management. This means that the housing managers will have to be informed but no other staff at MACS will be told. The worker will make sure they understand the basic

details of the suspected or alleged abuse, but they will not 'interview' you or anyone else. They will talk to the Project manager and assess the immediate safety of the person concerned. They may have to do something to keep the person concerned safe, such as letting them stay at MACS until the appropriate people have been informed.

At MACS our role is to support and not to investigate alleged or suspected abuse. We will pass any concerns onto either the police or social services or both.

The designated officer for the protection of children and vulnerable adults at MACS is Mary Ryan, Chief Executive Officer. She is based at MACS Belfast administrative office.

More detailed information on Child Protection, Protection of Vulnerable Adults, Safeguarding & Managing Risk is provided in the Housing Services policy and procedure booklet for young people. You will receive a copy of this when you move into a flat.



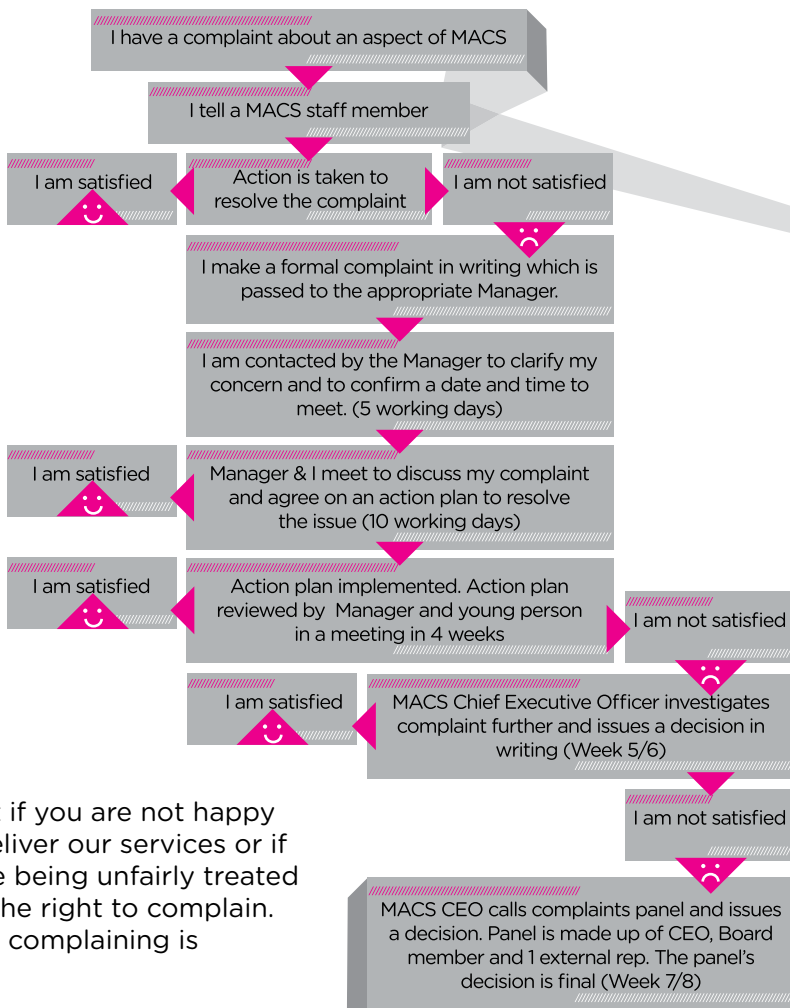
# EQUAL OPPORTUNITIES

We are committed to providing services that promote equality and respect diversity. You will access services and supports on the basis of assessed need (s) and risk (s) and in keeping with the referral criteria. Disability, ethnicity, sexuality, gender, religion, culture,

image, educational background or any other factor will not stop you from accessing support from MACS.

If you feel you have been discriminated against or treated unfairly by MACS please refer to our Diversity Policy and Procedure and know that you have the right to make a complaint.

## COMPLAINTS PROCEDURE



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

## ORGANISATIONAL POLICIES AND PROCEDURES

- Safeguarding
- Child protection
- Protection of vulnerable adults
- Risk assessment and management
- Confidentiality
- Diversity and Equality
- Bullying
- Complaints

## SUPPORTED HOUSING POLICY AND PROCEDURES

- Health and safety
- Fire safety in the home (information)
- Fire evacuation
- CCTV
- Master Keys
- Staff cover
- Smoking
- Alcohol and Drugs
- Weapons
- Visitors
- Baring Visitors
- Handling Young peoples money
- Confidentiality
- Support planning
- Reviews
- Warnings and Notice to quit
- Move on
- Carbon monoxide (information)
- Emergency contacts (Information)



# USEFUL CONTACTS

## EMERGENCY

Police 02890 650 222

Childline 0800 1111  
[www.childline.org.uk](http://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](http://www.womensaid.org.uk)

Drinkline (AlcoholConcerns)  
0800 9178 282

Freephone Drugs Helpline  
0800 776 600  
[www.talktofrank.com](http://www.talktofrank.com)

## SUICIDAL

LIFELINE  
0808 8088 000  
Freephone Helpline  
[www.contactyouth.org](http://www.contactyouth.org)

Samaritans  
08457 909 090  
028 90 664 422  
[www.samaritans.org](http://www.samaritans.org)

## UTILITIES

Power NI (Northern Ireland  
Electricity)  
08457 455 455  
[www.nie.co.uk](http://www.nie.co.uk)

Phoenix Gas Freephone  
24 hour emergency  
0800 002 001  
General Enquiries  
0845 4555 555  
[www.phoenix-natural-gas.co.uk](http://www.phoenix-natural-gas.co.uk)

## ADVICE

Children's Law Centre  
08088085678  
[www.childrenslawcentre.org](http://www.childrenslawcentre.org)

Housing Rights Service  
028 90 245 640  
[www.housingrights.org.uk](http://www.housingrights.org.uk)

Homeless Advice Centre  
028 90 317 000

Bus and Rail Information  
028 90 666 630  
[www.translink.co.uk](http://www.translink.co.uk)

Citizen's Advice Bureau  
028 90 503 000  
[www.citizensadvice.co.uk](http://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](http://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

[www.macsn.org](http://www.macsn.org)

