



City Hearts Housing

Information Pack For Potential Applicants





City Hearts Housing

City Hearts was started around ten years ago with the aim to help and support vulnerable women with the motivation to reach a turning point in life. Since we started we have opened houses across the UK, working with victims of Human Trafficking. We also have years of experience working with women recovering from alcohol/drug addictions, self harm, eating disorders, depression, unplanned pregnancies and more. We focus on providing a high standard of support with the emphasis on moving women forward in their journey towards their personal goals, either through mentoring, counselling, friendship, practical help or simply listening to their problems.

City Hearts provides support workers most evenings and overnight and also offers some trips and activities over weekends and evenings (a small donation may be required towards fuel). These are a great opportunity to get to know more people and expand socially. We also provide a 24 hour on call service, should you have any emergencies.

City Hearts Housing is a project set up to provide housing for vulnerable women including pastoral support, some standard expectations and an opportunity to opt in to our **Restore Programme**. Candidates for our Housing should be able to live independently but be at a point in life where they want to make some positive changes and would like a helping hand to do so. Each case is decided on an individual basis. City Hearts Housing aims to support vulnerable women such as; care leavers, victims of domestic violence, women at risk of sexual exploitation, women escaping sexual exploitation, women at risk of becoming homeless, women post detox, women with eating disorders, women who self harm and short term pregnancy crisis support.

We accept applications from all avenues including self referral. An application is made by completing our application form (for agencies making a referral we also require our risk assessment to be completed). City Hearts will need you to provide details of a personal referee and at least one medical professional (usually a GP). On receiving your references we will have an informal interview and then decide whether you will be offered a bed within City hearts Housing.

Before you move into City Hearts Housing we would require you to read and sign our House Rules and Code of Conduct. This is to ensure City Hearts Housing remains a safe and welcoming environment for you and all our other residents. City Hearts Housing requires you to participate in the **Pastoral Support** activities on a weekly basis, these are outlined below:

- Weekly Review Meeting
- Individual Progress Plan (including your weekly planned activities)
- Weekly House Meal (with all residents)
- Weekly House Planning Meeting

Further to our Pastoral Support structure we also have optional extras which you can choose to opt into, these are all part of our **Restore Programme**. Should you decide that you wish to opt into our **Recovery Programme** you will be required to undergo assessment for all streams of the **Restore Programme** initially. You will also be required to submit a further application form.



Restore Programme Outline

Restore: Personal Development

- Individual progress plan
- Weekly goal planning and reviewing
- Weekly group sessions (including future goals and dreams, positive thinking, confidence and self esteem...)

Restore: Life Skills

- Volunteering in the Megacentre/Sheffield Community
- Budgeting and debt management
- Support with appointments*
- Support in returning to education/employment
- Support in preparing meals, menu planning and food shopping
- CV writing and interview practise

Restore: Health and Wellbeing

- Weekly gym/swimming and sauna trips*
- Exercise classes*
- Healthy eating programme – support menu planning and food shopping
- Medication Management
- Support in re-ordering medication
- Smoking Cessation support

Restore: Social Development

- Evening and weekend group activities
- Mentoring/Befriending
- Social activities with a wider group of people

Restore: Spiritual Development

- Attend Hope City Church Services
- Connect group every two weeks
- Devotion sessions
- Evening prayer
- Serving on teams within Hope City Church

Restore: Recovery Stream

- Individual weekly psychotherapy/counselling sessions**
- Art therapy course**
- Reflective log writing and discussion
- Group therapy sessions
- Accessing referral to tertiary organisations through the GP

*activities with a star may request for a donation towards the cost of fuel.

**subject to eligibility and availability



House Rules and Procedures

We have house rules and procedures in place to make the running of the house as clear and consistent as possible.

Entry into Programme

Clients will be asked to pay a contribution towards the cost of living: This will be £12.48* a week as outlined on the service charge agreement. Clients will need to discuss the date which their benefits come through and to organise a standing order if possible.

Any objects brought into City Hearts which are in breach of general City Hearts rules will be disposed of and this could jeopardise your place on programme.

Objects which we feel may inhibit a client with a history of self harm's care (tweezers, scissors, sweets, straighteners, glass bottles and frames) will be placed in their personal locker and they will have access to them with a support worker.

A Body Map may be drawn for clients with a history of self-harm so that we can monitor injuries that may occur whilst they are in programme. If any incidents happen the body map will be updated each time.

If a client is in possession of or under the influence of drugs or alcohol then City Hearts reserves the right to refuse admission into City Hearts Housing.

All clients must complete a discharge address form prior to entry into City Hearts.

General House Procedures

City Hearts reserves the right to spot check client's rooms at any time without the permission of the client. In addition to this there will be regular room checks.

No alcohol or drugs of any kind are permitted during your time in the house.

No animals are to be kept in the City Hearts property.

City Hearts are passionate about your health and well being and making healthy positive life changes and encourages all clients to take part in smoking cessation. To this end there is no smoking allowed in or around the City Hearts property.

If any Client is found with drugs or alcohol on either their person or in their room, whether they have been purchased or obtained by deceptive means, you will be asked to leave the programme immediately and the items will be disposed of.

Treat staff and volunteers with respect; they are here for you.

No men are permitted to enter either the house, or any of the bedrooms, unless for maintenance purposes and accompanied with a member of staff and no graffiti or damage to the property is permitted.

Upon entry to the programme each resident will be given a key for their room – there is a £6 deposit required for this, which is returnable on leaving the programme and returning your key.



All clients are allowed to access the communal dining room, lounge and the kitchen. Clients are not allowed in each other's bedroom.

If clients show any form of physical violence towards either support workers or another client they will be immediately dismissed. Verbal abuse will not be tolerated and may result in dismissal if the behaviour persists. See disciplinary procedures for more details.

All clients 'sharps' must be kept in their own room.

All clients must agree to follow their individual progress plan and follow their yellow procedure sheet and must complete their morning cleaning job and to clean and tidy up after themselves in the kitchen and around the house.

Curfew is 10.30pm Sun-Thurs and Fri-Sat 11.30pm – if you feel like you will miss curfew you need to call, repeated occasions of missing curfew will result in warnings.

Clients are not to discuss their issues with one another – any personal problems should be discussed with a support worker.

Boundaries for the Megacentre

Clients are not to wander around the Megacentre – they are to either be in the City Hearts Area or their allocated work experience.

Guests

No guests are allowed to come to the house or enter into it, except professionals involved in your care by appointment.

Leaving Programme

If a resident wishes to leave programme they should book a management drop in slot to discuss this further. All residents leaving the programme prior to graduation will be discharged to their sponsored discharge address.

All issues, problems, concerns or questions about the programme, individual resident's problems or any other matter must be raised in weekly reviews.

City Hearts can not accept any responsibility for Clients property which is lost, stolen or damaged during their time in the house.

Under no circumstances are clients allowed to give out the address of this property. This is for the protection of yourself and other clients. An alternative postal address will be given.

I have read and understood the house rules. I understand that failure to comply with the rules will lead to disciplinary actions and possible dismissal from the house. The Project Manager has a right to amend or change the house rules at any time.

Name: _____

City Hearts Staff: _____

Signed: _____

Signed: _____

Date _____



Code of Conduct

- ✓ In City Hearts we expect respect between clients and support workers at all times
- ✓ We do not tolerate swearing at each other or during conversation.
- ✓ We expect you to be aware of other people's feelings and ensure that you do not knowingly hurt other client's feelings.
- ✓ We expect honesty at all times whilst in City Hearts.
- ✓ We expect understanding and kindness to be given to other clients and staff. Remember you don't always know what's going on and you'd expect the same understanding if you were dealing with something particularly difficult.
- ✓ Clients should be dressed appropriately.
- ✓ Cleaning the house and tidying bedrooms is non-negotiable. Regular checks will take place.
- ✓ Shouting at other clients or support workers is unacceptable.
- ✓ Rude or inappropriate comments are not permitted.
- ✓ Show respect to the person who has planned and is doing the session – phones are to be handed in during session times.
- ✓ Clients should follow the individual progress plan as agreed with your support worker



Disciplinary Procedures

These procedures are in place to maintain a safe and respectful environment at City Hearts. The procedure may not occur directly in the manner outlined below. This sheet explains what each of the different terms mean.

Verbal Warning

Firstly, with one member of senior staff and then with two members of senior staff. Given for things such as, smoking in the house. Also given after several conversations have been had and strategies have been given and negative behaviour has failed to change.

Written Warning

Written warnings are given out for things such as consuming alcohol in the City Hearts House and can be given out when an individual has not changed their behaviour after a length of time and after being given other warnings.

Probation

This is given if it is deemed that a client's behaviour has not improved after being given several warnings. The situation will be re-assessed throughout the week and if there is a considerable improvement the client will be taken off probation at the end of the week. The client's discharge address will be notified of the probation period as they are at risk of being suspended to their discharge address.

Suspension

This is given after a period of probation – whereby a client is not moving forward and seems stuck and not unable to follow cooperate and personal boundaries. This is usually for around 14 days, the client is to return to their discharge address to reflect on their place on programme. At the end of the period there will be a meeting between management and the individual to decide whether re-entry to the programme is to be granted.

Immediate Dismissal

Taking drugs, sharing medication with other clients, physical violence towards another client or staff member. The client will be asked to leave immediately by a senior member of staff, explaining the reasons for the decision. A full report containing all the details of the incident will be sent on at a later date.



Bedroom Boundaries

- Bed neatly made – every morning
- Curtains opened.
- Items put away in drawers and wardrobe
- Window sills to be clean and uncluttered
- Wall space to be kept tidy – use white tac, no nails, no cellotape, no blue tac.
- Books and DVD's are to be stacked neatly or in storage boxes.
- Bins to be emptied
- Dirty washing to be put in washing basket
- Floor hovered regularly, and/or when asked by support worker.



Non-Negotiable Boundaries

All clients are to agree to the below boundaries by signing after each statement.

Client Name _____

Date _____

1. I agree not to self-harm whilst I am in City Hearts.

Signed _____

2. I agree not to take drugs whilst I am in City Hearts.

Signed _____

3. I agree not to smoke within the house or on the premises whilst I am in City Hearts.

Signed _____

4. I agree to take all my prescribed medication whilst I am in City Hearts.

Signed _____

5. I agree not to drink alcohol in the City Hearts House.

Signed _____

6. I agree not to bring visitors into the City Hearts house or to disclose the address

Signed _____

7. I agree to treat staff and other clients with respect whilst in City Hearts.

Signed _____

8. I agree that I am here in City Hearts of my own free will.

Signed _____



Example Weekly Planner

NB. Mandatory items are in bold

	Am	Pm	Evening
Monday	Art Therapy Group 10.30-12.30	14.00pm Minibus trip to the gym & spa (£1.50 donation for transport)	Scrapbooking
Tuesday	City Hearts Syllabus session x2 Weekly reviews with keyworker	Counselling session Menu planning & food shopping Mentoring time	House Meal
Wednesday	City Hearts Syllabus session x2	Therapy One to ones Work experience	Connect Group / TV night
Thursday	Therapy One to ones Work experience	1-2pm Management Drop In (Mega) Job searching Internet time	Pamper night
Friday	10.00am House Meeting & House Inspection 12 Management Drop In	Work experience College course Mentoring time	Crafts Option of YA service at HCC
Saturday	Free time / Socialising/ Relax at house	Afternoon social activity	Games Night
Sunday	10.30am Minibus to HCC	Free Time	Movie Night

*Cleaning jobs to be completed every morning

** Curfew: Sunday-Thursday – 10.30pm

Friday/Saturday – 11.00pm



What Should I do If I Need Support?

During your stay in City Hearts Housing you can access help through the following avenues:

Emergency

8am-6pm Call the On Call Phone Number which you will be given on entry.

6pm-8am Talk to the support worker on duty at the house or call the Support Phone Number which you will be given on entry.

General Enquiries

During your weekly review session.

Communicating with your key worker.

Book a management slot.

Alternatively, call the Shift Phone between 10am and 3pm and someone will return your call before 5.30pm

Management Drop-in Sessions

Appointments can be made with management to arrange a slot – this should be done via the day phone or email.

Remember to follow the strategies detailed on your 'yellow sheet' or your 'relapse prevention plan'