

## HOPE HOUSING, TRAINING & SUPPORT LTD

### Rights and Responsibilities of Service Users

- The term 'service user' is used for a resident who is living in supported accommodation and hence receives a service (i.e. support from a recognised and authorised support provider).
- Every service user has rights and equally has responsibilities both legally and ethically.
- Information: the right to receive information is essential: Hope Housing's responsibility is to make available information which is legally necessary, i.e. a Licence Agreement showing all rights of the licensee and also the responsibilities. Hope Housing provides a service user handbook which gives local information and also the policies and procedures, which show the rights and responsibilities of the service user. Within this is also a staff conduct statement which shows the way that staff must conduct themselves.
- Hope Housing support staff seek to obtain information required by the service user.
- Also offers the service user internet access.
- To have a standard in the accommodation they live in and to not have a lower standard than would be provided for anyone else.

Hope Housing has a responsibility to operate within the service users rights; failure to do so is unacceptable, giving the service user rights of complaint to the necessary authorities e.g. the complaints procedure, Supporting People, Equal Opportunities Commission, Health & Safety Executive, etc.

#### Service users have legal responsibilities:

- Not to harass or discriminate against another person.
- To operate within the license agreement.
- To pay top-up and not accumulate a debt.
- To maintain the room and building and not cause damage.
- To report any known Health & Safety hazard.
- Not to cause harm to others by what is done or omitted to be done.

### Complaints and appeals

- Hope Housing has a complaints and appeal policy whereby service users can voice dissatisfaction or appeal against anything they consider to be unjust or unsatisfactory. There is a complaints form and procedure within the handbook.
- It is the support staff's responsibility to support service users in this process and to reinforce their need if service users consider they are not being given due respect.

### Legal rights & responsibilities

#### Service users have legal rights:

- Not to be discriminated against.
- To be shown respect and dignity.
- For information about them to be confidential.
- Freedom from harassment (quiet enjoyment).
- Privacy within own room.

#### Service user's rights in support

Service users in the Dry/Aftercare accommodation at Hope Housing have the right to be supported under the guidelines of the Supporting People criteria. That is to be fully participative in the agreed support plan. This plan should cover aspects from the following headings:

- Achieving economic wellbeing.
- To enjoy and achieve.
- To be healthy.
- To stay safe.
- To make a positive contribution.

The review of this support plan is agreed with the service user, who has the right to change the review date and initiate an earlier review.

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#### Choice

The service user has the right not to take up the offer of support and or accommodation at Hope Housing. Hope Housing has a responsibility to offer support but if this support is no longer required, Hope Housing has the right under the licence agreement and our working agreement with Supporting People that notice will be issued. Though it would be hoped that the service user would enable us to support them in moving on.

The service user has the right of personal freedom and not to be coerced or consider they are being manipulated into any unwanted decision making.

Hope Housings' responsibility is to work with the service user and where practicable, support them in their choices.