

Welcome Handbook



COMMUNITY LINKS

**YORK FAMILIES WELLBEING
SERVICE**

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Introduction to Community Links and the Families Wellbeing Service

Community Links is a mental health charity pioneering a wide range of life-changing mental health and wellbeing services throughout the Yorkshire and Humber region.

The York Families Wellbeing Service aims to support you and your family so that you can work towards independence. This could be by helping you regain control of your money, addressing housing needs, managing any physical or mental health issues in the family or increasing your skills and confidence. We are committed to helping you achieve your goals.

"Since working with York Families, I feel I have regained control of my life and my self-confidence has grown. Our house is now filled with laughter again and not sadness and worry"

Our Journey Together

Throughout your time with us you will create your own

Support plan – This allows you to identify your goals, plan on how you can achieve them and what help you would like to do this. Your support plan is an agreement between you and your wellbeing worker which will enable you and your family to succeed. You can review this regularly so that you can see your progress and add to or change it if you wish.

Your Pace, Your Location, Your Choice - We believe peoples' lives are often made more complicated if they have had difficulties in the past. By working with you at your own pace and in a way and location that suits you, we will help you to address these issues so they have less of an impact on your life as you work towards confidence and independence. This is called **Trauma Informed Practice**.

We can support you to start identifying life events which may make everyday living difficult for you and then help you to connect with specialist services to deal with those issues

By doing this together, you will hopefully start to build real confidence in your own abilities, take control of your life and fulfil all the potential within you.



The Family Wellbeing Worker role

Your Family Wellbeing Worker will work closely with you to help identify your needs, but all members of the team are available to you for support. Remember, support is led by you so we would love you to be as involved as possible in all aspects of our work with you.

What We **Can** Do

We can support you with:

- Preventing homelessness & managing your tenancy
- Accessing the correct benefits for your family
- Addressing debt and budgeting issues;
- Applying for charitable grants;
- Accessing physical and mental health support;
- Building up confidence and overcoming loneliness
- Accessing training, education & employment support
- Advising on any housing needs

- Supporting you with your children's education or health needs
- Working positively with other services your family may be working with & helping you to have your voice heard.

We can also support you in accessing other services which may include:

- Legal services for eviction/possession court proceedings;
- Substance misuse services;
- Social support / volunteering groups;
- Foodbanks;
- Domestic Abuse support;
- Specialist debt advice

What We **Cannot** Do

- Search and bid for housing for you;
- Provide financial support;
- Provide mental health therapies;
- Work one-to-one with children
- Support you in a property where there is a risk to staff safety
- Provide 'out of hours' support
- Pay bills for you or have any personal dealings with your money
- Keep secrets when someone may be at risk
- Tell you what's best for you and your family!

Confidentiality



Community Links need to hold some information about you in order to support you. This is done in line with the General Data Protection Regulations (GDPR), which sets guidelines for the collection and processing of personal information. We only collect information we need, which will then be stored securely and, where appropriate, destroyed securely. We will only share your information on a need to know basis when you have given consent for this, or if we have concerns for the safety of you or others.

Access to your information



You can request access to the information we hold about you. This will be done at the earliest opportunity and within 3 working days of the request. This enables arrangements to be made for privacy, the removal of third party notes and worker input.

You can ask your wellbeing worker for support in accessing your information.

Diversity

We are proud to be part of a diverse community and are committed to ending discrimination and promoting equality.

We aim to treat everyone with dignity and respect, regardless of age, disability, gender identity, race, religion or belief, sexual orientation, marriage or civil partnership status, pregnancy or maternity status.

Although we understand everybody is entitled to their own views, we have a duty to challenge any behaviour which discriminates against others.

Boundaries

We want you to feel comfortable and confident during your journey with us and have a positive relationship with you and your family. However, this relationship is a professional one and both you and your Wellbeing Worker are responsible for keeping boundaries to ensure that relationship is safe.

Staff cannot share their address, personal phone number or social media details. They cannot meet with you or your family outside of their working hours and should respect your privacy.

We understand that, on occasion, some people want to give their worker a gift at the end of their time together. However, we would

rather you spend your money on you! If you would like to say 'Thank You' then a card would be just fine! This to protect both you and staff from risk of exploitation or allegation.

Your Rights



You and your family have the right to:

- Confidentiality;
- Be treated with compassion, dignity, sensitivity and respect;
- Be fully involved in your support;
- Express your preferences and opinions;
- Become involved in developing the service;
- Expect your worker to be on time
- A speedy response to your call, text or email;
- Be informed if your Wellbeing Worker is off work;
- Arrange a follow up appointment after each meeting;
- Make a complaint, compliment or suggestion about any part of our service.



What We Ask Of You

- To be actively involved in your support and engage with your wellbeing worker;

- To treat staff with respect;
- To respond to requests for contact from staff;
- To let staff know if you wish to cancel an appointment;
- To let staff know if you wish support to end;
- Please keep pets in a separate room if requested during support visits

We will work with you to help solve any issues that may make your engagement with us difficult. However, if you are struggling to engage, this may mean that this is just not the right time for you to work with us. Lack of contact will prevent us from supporting you effectively and may lead to us having to end support for the time being. If this does happen, we would always welcome you back in the future when the time is right for you.

Safeguarding



Safeguarding means protecting vulnerable adults or children from abuse or neglect and our team have a duty to report any concerns. We all have our part to play in preventing, detecting and reporting neglect and abuse so if you suspect it, report it. Our team can support you to do this.

Smoking



We would respectfully ask that you do not smoke or vape in the presence of your Wellbeing Worker.

Drug And Alcohol Use



Please do not take non-prescription drugs or alcohol before, or during, a visit from your Wellbeing Worker. If you are under the influence of drugs or alcohol, your Wellbeing Worker may decide it is not appropriate to continue your support session. This is because the effects of any substance may stop you from making good choices or from fully participating in what we are discussing. Your Wellbeing Worker may choose to rearrange for another time if this happens. If you regularly miss appointments or are too intoxicated to engage, support may be ended.

Getting Involved



We encourage you to get involved and have a say in the service and organisation. You can do this in the following ways:

- Follow us on Twitter and Facebook;
- Complete feedback forms online or through your Wellbeing Worker;
- Get involved in planning Community Links events;

- Attend training in recruitment and interviewing new staff (a paid opportunity);
- Help us develop our service for the future;
- Be a part of focus groups to share your lived experience and help us work more effectively;

Speak with staff if you are interested in any of these opportunities or have any other ideas of ways you could get involved.

Compliments, Complaints and Suggestions

We are committed to providing a high-quality service. In order to do this we need you to tell us when we get things wrong, when we get things right and where we can improve. You can also submit a compliment in the same way.

If you have a complaint, we want to help you resolve this as quickly as possible.

Ways to do this are detailed on our Compliments and Complaints leaflet which you should have been given by your Wellbeing Worker but you can also do this by emailing info@inspirenorth.co.uk . Your email will be acknowledged within 3 working days and you will be informed of any next steps necessary.

Useful Contact Numbers:

The Team – Ginny Barker, Team Leader : 07391 868741
Chloe Loxton : 07391 868706
Holly Sizer: 07718 707497

Council Repairs - Telephone: 01904 551550.
Out of hours: 01904 630405.
Email: housing.repairs@york.gov.uk.

CYC Housing Registrations – 01904 554044
For advice on how to register to bid on houses

CYC Housing Options – 01904 554500
For advice on homelessness issues

CYC Family Information Service – 01904 554444
For information on accessing family-related services

Citizens Advice Line – 0808 278 7895
For advice on debt, legal issues, benefits & your rights

National Debtline – 0808 808 4000

Turn2Us – 0808 802 2000
For advice and help on benefits and entitlements

TV Licensing - 0300 790 6165

Yorkshire Water – 0345 124 2424

Safeguarding Children – 01904 551900

For advice if you are worried about the safety of a child

Safeguarding Adults – 01904 555111

For advice if you are worried about the safety of an adult

IDAS (Domestic Abuse) – 03000 110 110

Support for men and women who have experienced domestic abuse

Survive – 01904 638813

Support for adult survivors of rape & sexual abuse

NHS Health Advice – 111

Mental Health Crisis Team – 0800 0516 171

For advice & support if you, or someone you know, is suffering acute mental illness

Samaritans – 116 123 (free call)

For advice & support if you, or someone you know, is in need of someone to talk to.

Stonewall – 0800 0502020 (free call)

Support & information for the LGBTQ+ community

York Racial Equality Network – <http://yren.co.uk>

Advice & support for the BAME community

Refugee Action York – 07545060694/info@refugeeactionyork.com

Emotional & practical support for asylum seeker, migrant and refugee families

Child Line – 0800 1111 (free call)

Private, confidential support for children who need emotional support

Kooth – www.kooth.com

Free, safe, anonymous online support for young people