



Your Homes  
Newcastle



# Inline

## Service standards

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# Inline service standards

This information is about how Young People can access housing services in Newcastle. If you need this in your language or a different language, phone 0191 278 8633. This information is also available in large print, Braille and audio tape. We can also arrange for you to see a British Sign Language interpreter.

## Bengali

যুবক-যুবতীরা কী ভাবে নিউক্যাসেলের গৃহায়ণ পরিষেবাতে প্রবেশ করতে পারে সে সম্পর্কে এই তথ্য ব্যাখ্যা প্রদান করে। আপনার যদি “বাংলা” বা অন্য কোন ভাষায় এর প্রয়োজন পড়ে, তবে 0191 278 8633 নম্বরে ফোন করুন।

## Chinese Simplified

这是有关年轻人如何在纽卡斯尔获得住宅供给服务的信息。如果您需要这些信息的“简体中文”版本或其他语言版本，敬请致电 0191 278 8633。

## Chinese Traditional

這是有關年輕人如何在紐卡斯爾獲得公寓住宿服務的資訊。如果您需要這些資訊的“繁體中文”版本或其他語言版本，敬請致電 0191 278 8633。

## Farsi

این معلومات برای این است که نوجوانان که در نوکاسل زندگی میکنند چگونه میتوانند برای خدمات منزل درست رسی داشته باشند. اگر شما این معلومات را به زبان "دری/فارسی" یا به کدام زبان دیگر نیاز دارید لطفا با این شماره به تماس شوید  
0191 278 8633.

## French

Ces informations expliquent comment les Jeunes Personnes peuvent accéder aux services de logement à Newcastle. Si vous désirez obtenir ces informations en français ou dans une autre langue, téléphonez au 0191 278 8633.

## Kurdish

ئەم زانیاریانە لەبارەى ئەووەویە کە چۆن کەسانی گەنج دەتوانن خزمەتگوزاریی نیشتهجێکردنیان دەست بکەوێت لە نیووکاسلدا. ئەگەر ئێم زانیاریانەت دەوێت بە زمانى "کوردی" یان بە ھەر زمانىكى دیکە ئەوا تەلەفون بکە بۆ ئێم ژمارەیه : ۰۱۹۱ ۲۷۸ ۸۶۳۳.

## Portuguese

Esta informação é sobre a forma como os Jovens podem ter acesso aos serviços de habitação social em Newcastle. Se precisar desta informação em português ou outra língua, telefone para o 0191 278 8633.

## Spanish

Esta información explica cómo la gente joven puede tener acceso a servicios de vivienda en Newcastle. Si la necesita en español o en otro idioma, llame al 0191 278 8633.

## Russian

Здесь содержится информация о жилищных услугах, предоставляемых в Ньюкасле молодым людям. Если Вам необходим перевод этой информации на <русский> или другой язык, позвоните 0191 278 8633.

## What is Inline?

Inline is a service we provide which supports young people between 16 and 25 years old, who need practical and emotional help to live independently when they cannot live with their family.

## Why have service standards?

We have produced these service standards so that every tenant or possible service user is clear about the level of service they can expect to receive from us. We will review all service standards every two years and we will involve service users in this process. We will monitor all service standards and report the results to area boards every two months and in 'Homes + People', our newsletter for all tenants and service users.

We value our reputation as one of the best housing providers in the North East. We aim to deliver the best possible service as far as our resources allow us to. When we cannot meet your needs ourselves, we try to refer you to other sources of help.

This means that the service you receive will be:

- polite;
- fair and unbiased;
- confidential;
- efficient; and
- appropriate to any special need you may have.

When offering our services we will treat everyone equally no matter what their race, disability, sex, age, sexuality or religious beliefs.

## Protecting vulnerable children, young people and adults

We are committed to the Newcastle Safeguarding Adults and Safeguarding Children policies. These policies have been developed in partnership by a number of agencies and the policies explain how the partners will work together to achieve more commitment to protecting children, young people and adults. The policies aim to make sure that:

- people using our services are safe;
- we provide help where it is needed to support people who are being abused or neglected in their own homes; and
- communities can be safer.

## What can I expect from the service?

- At the Housing Advice Centre, a project worker will talk to you about why you cannot live at home. We will ask you what help we or other people can provide to help you to stay at home if possible.
- We will talk to your parents or carers about why they feel you cannot stay at home and try to solve the problem with you all.
- If this is not possible, we will help you to move into accommodation. This could be a home with staff on site, or an independent tenancy.

- If you apply for a home through Your choice homes, we will talk to you about what it is like to live in your own home and make sure you have support if you need it.
- We will write a plan with you to set out the help you need and we will work with you so you receive this help every week.
- We will provide the support you need to manage your home successfully. This could be:
  - helping you to get a grant to buy furniture for your home;
  - helping you understand your tenancy agreement;
  - helping you budget and look after yourself and your home; or
  - anything else you would like us to help with to allow you to make a success of your tenancy.
- We will review your plan within the first three months and then every six months after this and look at other ways we can help you manage your tenancy well.
- We will encourage you to take part in gaining qualifications through Open College Network. The Open College Network is a partnership of education and training providers which provides courses and qualifications.
- We will encourage you to tell us how we can improve our service for young people and how we can help improve other services you use.
- We will tell you about your rights and responsibilities and help make sure you are able to use them.
- We have a volunteer programme which gives people the opportunity and training to support you and the Inline project. We also provide opportunities for you to get involved in volunteering.

- We will tell you about other services we offer if you are a parent, such as the Bumps and Babies group that meets each week (as long as there is enough demand for it).
- When we, you and your housing services officer agree you no longer need any help, we will withdraw our service and you will become a secure tenant if you have lived in your home for 12 months. If you become a secure tenant, this means you can stay in your home for as long as you want if you keep to the conditions of your tenancy agreement.

## Our service standards

- We will assess the needs of at least half of the 16 and 17 year-olds who need accommodation and apply through the Housing Advice Centre or Your choice homes. We will do this by offering a family reconciliation service to prevent people becoming homeless.
- We will make sure that 90% of vulnerable young people who have support from Inline maintain a successful tenancy for 12 months and become a fully active member of their community, by making sure they receive the practical and emotional support they need.
- We will provide advice and information so that young people know their rights, and encourage 25% of young people to take part in their community and volunteer with Youth Voice.
- We will make sure that 90% of young people supported in tenancies are fully involved in the decisions that affect their lives.

- We will provide an accreditation service so that 75% of young people supported in tenancies can gain recognition and qualifications for the skills and abilities they have and can rejoin education and get qualifications for their skills and experience.

## Putting things right

We will always try to provide the best services that we can. If, however, you are not satisfied with our service, please let us know and we will try to sort out your complaint immediately. If you are still not satisfied, please ask for our Compliments, Complaints and Comments leaflet which gives you details about how to complain. A senior manager will investigate your complaint and write to you within 10 working days.

## Contact details

Inline

1st Floor Council Offices

High Street

Gosforth

Newcastle upon Tyne

NE3 1JL

Phone: 0191 277 1190

Fax: 0191 277 1198

Minicom: 0191 278 7727

Website: [www.yhn.org.uk](http://www.yhn.org.uk)





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