



Your Homes
Newcastle



Stepping Stones

Service standards

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Stepping Stones 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 لطفاً 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 Stepping Stones?

Stepping Stones is a special housing service which provides a high level of support for 16 to 21 year-olds who are homeless. The accommodation provided includes a hostel with 10 bed spaces, and a block of 16 fully furnished flats at North Kenton. People can be referred to us in a range of ways, and most young people referred are under 18. Many of these young people have had very upsetting experiences, and need a lot of support.

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 Newcastle Safeguarding Adults and Safeguarding Children policies. These policies have been developed by a number of agencies and explain how the agencies 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 support for people who are being abused or neglected in their own homes; and
- communities can be safer.

What can I expect from the service?

- Staff at the emergency hostel will offer you advice and counselling to help you with very upsetting and difficult circumstances.
- We will provide supported accommodation at the North Kenton block where you will be able to experience living independently in an environment where support is provided.
- We will help you move towards a more settled way of life that meets your needs and ambitions.

- We will help you apply for more independent housing and in planning a future in the community.
- We will help you with the following:
 - Applying for benefits
 - Budgeting
 - Healthy living
 - Finding training and employment
 - Education
 - Reading, writing and numbers
 - Drugs and alcohol problems
 - Talking to agencies like the police
 - Solving problems and making choices
 - Support to help you manage your behaviour and needs if you have committed offences.
- We will help you stay positive and support you if you have mental-health problems.
- We will help you get access to local facilities such as the gym, swimming pool or library.
- We will help you register with a GP, and give you general advice about health.
- We will support you if you are a young parent or if you are pregnant.
- We will give you support that you ask us for, including joint work with other support agencies if this is necessary.
- We will give you a key worker who will:
 - welcome you to the service;
 - assess your needs;
 - talk to you about what you can expect from us and what we expect from you;

- plan the support you need; and
- have regular sessions with you.
- We will involve you in house meetings each week, or tenants' meetings each month.

Our service standards

- We will give you a support plan. We aim to provide a support plan within two weeks for 95% of all vulnerable young people using our service.
- We will review support plans for 95% of people living in our North Kenton supported accommodation within three months of providing their first support plan.
- We will review a support plan for 95% of people living in our hostels within three months of providing their first support plan.
- We will make sure that 90% of people living in our supported accommodation at North Kenton maintain their tenancy for at least six months.

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

Stepping Stones
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

Stepping Stones Hostel
11-12 Landsdowne Crescent
Gosforth
Newcastle upon Tyne
NE3 1HS

Stepping Stones Supported Accommodation
101 Hillside Avenue
North Kenton
Newcastle upon Tyne
NE3 3LB



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