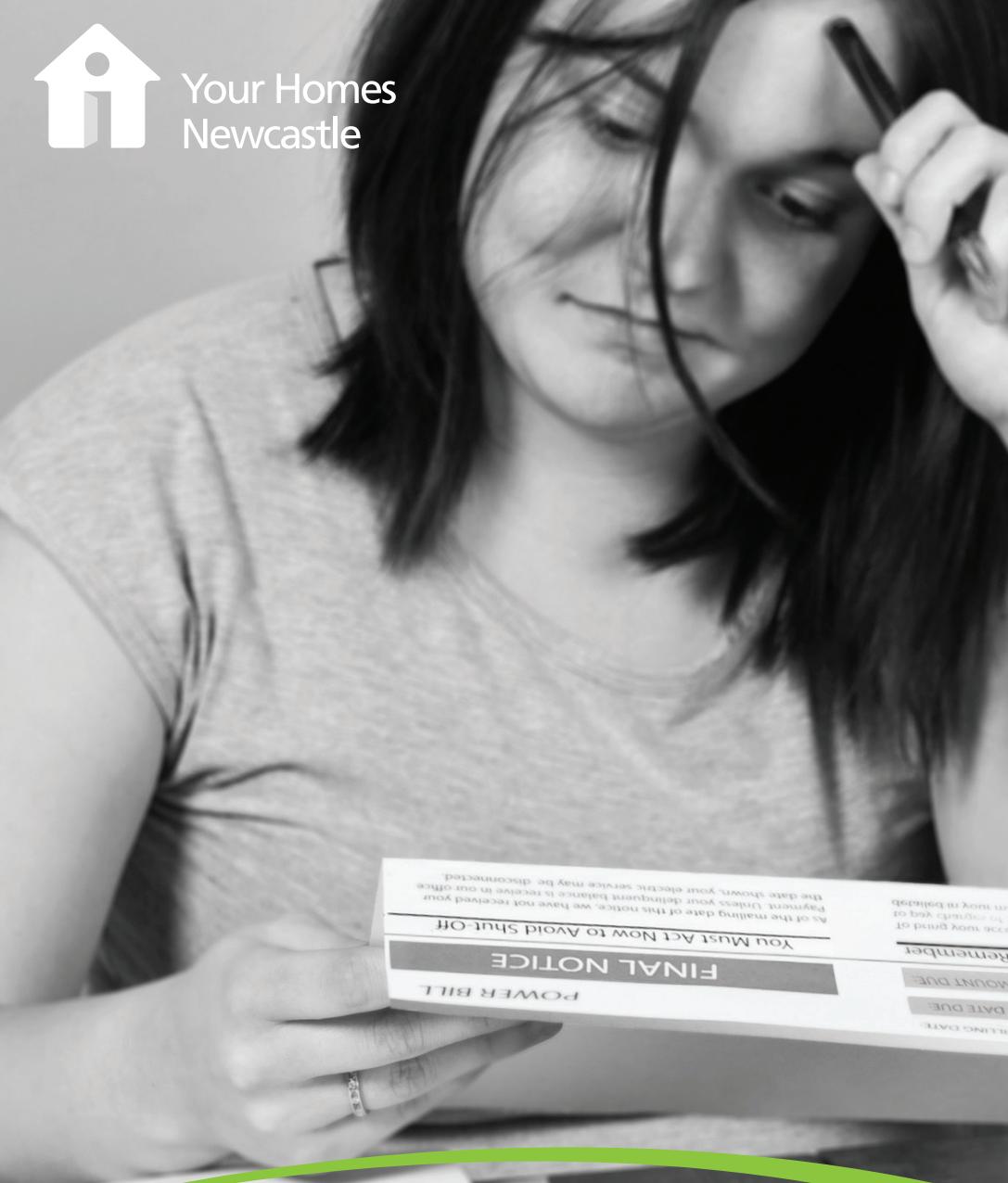




Your Homes
Newcastle



POWER BILL
FINAL NOTICE
You Must Act Now to Avoid Shut-Off
As of the mailing date of this notice, we have not received your
Payment. Unless your delinquent balance is receive in our office
the date shown, your electric service may be disconnected.

Remember:
DATE DUE:
DATE DUE:
DATE DUE:

Advice and Support

Service standards



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This information is about Your Homes Newcastle's Advice and support service, which aims to prevent homelessness and help people sustain their tenancies. If you need this in 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.

| | |
|---|--|
| <p>বাংলায় Bengali</p> | <p>এই তথ্য হল ইউর হোমস নিউক্যাসল এডভাইজ এবং সাপোর্ট সার্ভিস সম্বন্ধে যারা লোকজনের হোমলেস (গৃহহীন) না হবার এবং ভাড়াটে হিসাবে বসবাসের অধিকার সংরক্ষণের লক্ষ্যে কাজ করে। এই তথ্য যদি <বাংলায়> অথবা অন্য কোন ভাষায় প্রয়োজন হয় তাহলে এই নাম্বারে ফোন করুন- ০১৯১ ২৭৮ ৮৬৩৩</p> |
| <p>普通话 / 国语 Chinese Simplified</p> | <p>这是有关 Your Homes Newcastle (您的纽卡斯尔住房) 咨询与支援服务的信息, 此服务旨在防止发生无家可归的情况和帮助租客维持他们的租赁。如果您需要此信息的普通话版本或其它语言版本, 请致电 0191 278 8633 索取。</p> |
| <p>廣東話 / 粵語 Chinese Traditional</p> | <p>這是關於 Your Homes Newcastle (您的紐卡素住房) 諮詢與支援服務的信息, 此服務旨在防止無家可歸的情況發生和幫助租客維持他們的租賃。如果您需要此信息的廣東話版本或其它語言版本, 請致電 0191 278 8633 索取。</p> |
| <p>فارسی Farsi</p> | <p>این اطلاعات در مورد پخش مشاوره و راهنمایی در سازمان «خانه‌های شما در نیوکاسل» است که هدف از آن جلوگیری از بی‌خانمان شدن افراد و کمک‌رسانی به مستأجران برای حفظ مسکن آنهاست. در صورت نیاز به این اطلاعات به زبان فارسی یا زبان‌های دیگر با شماره تلفن ۰۱۹۱۲۷۸۸۶۳۳ تماس بگیرید.</p> |
| <p>Français French</p> | <p>Ces informations concernent le service de conseil et d'accompagnement de Your Homes Newcastle, dont le but est d'éviter que des personnes se retrouvent sans domicile et de les aider à conserver leur location. Si vous avez besoin de ces informations en français ou dans une autre langue, téléphonez au : 0191 278 8633.</p> |
| <p>کوردی سۆرانی Kurdish</p> | <p>ئەم زانیاریانە سەبارەت بە خەزمەتەکانی پشتگیری و راویژکاریی Your Homes Newcastle ٤ بە مەبەستی بەرگریی لە لانه‌واز بوونی کەس و یارمەتی به‌وانه بۆ درژێره کرێشینی دەدرێت. ئەگەر خەزتان لە وەرگرتنی ئەم زانیاریانە بە زانی کوردی یا هەر زمانێکی دیگە هەبە بە ژماره تیلیفۆنی 0191 278 8633 پیۆهندی بکرن.</p> |
| <p>Português Portuguese</p> | <p>Esta informação refere-se ao serviço de Aconselhamento e Assistência da <i>Your Homes Newcastle</i>, que ajuda a evitar situações de sem-abrigo e ajuda as pessoas a manterem os seus arrendamentos. Se precisar desta informação em <português> ou noutra língua, queira ligar para o 0191 278 8633</p> |
| <p>русском Russian</p> | <p>Информация о службе предоставления консультаций и поддержки Your Homes Newcastle, целью которой является предупреждение безприютности и предоставление помощи с арендованным жильем. Если Вы нуждаетесь в этой информации <на русском> или другом языке звоните по тел. 0191 278 8633.</p> |
| <p>Español Spanish</p> | <p>É sta es información sobre el Servicio de Adaptación Your Homes de Newcastle y el servicio de apoyo que tiene como objetivo evitar que haya personas sin hogar y ayudar a los inquilinos a mantener su arrendamiento. Si necesita esta información en español o en otro idioma, llame al 0191 278 8633.</p> |

Advice and Support service: what we do

We give housing related support to people living in Newcastle. By giving support we aim to help you:

- set up and run a new home
- maintain your home
- continue to live independently.

We aim to help prevent people in Newcastle becoming homeless.

Protecting vulnerable adults

We contribute to Newcastle Safeguarding Adults Policy. This policy has been developed by a number of agencies. It explains how these agencies work together to protect adults. The policy aims to make sure that:

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

What services do we offer?

The Advice and Support service is arranged into three teams offering a range of different services. The three teams are:

- The Outreach team
- The Refugee Move On team
- The Pathways team

The Outreach team

The Outreach team offers advice and support to council tenants and people applying for council homes. There is an advice and support worker in every housing office and you should contact your nearest office to make an appointment. The Outreach team can do the following:

- Look at what help and support you may need.
- Give you practical support to help you set up and manage a home.
- Give you advice on what benefits you may be able to claim.
- Give you advice on getting furniture.
- Provide advice on budgeting and debt, including rent arrears.

- Look at all your problems and help you deal with them.

- Refer you to services which can help you look at your future plans and ambitions.

The Refugee Move on team

If you have just been given permission to stay in the country, the Refugee Move on team can help you by:

- Helping you to settle into the local community.
- Helping you find suitable accommodation.
- Helping you apply for any benefits you may be entitled to.
- Finding out about the local community.
- Helping you to find out about and apply for education, training and employment.

The Pathways team

The Pathways team offers a service which aims to stop people becoming homeless and helps vulnerable people (for example, people who are disabled) make plans to live independently.



The Pathways team offers the following services:

- They can help you to move on from supported accommodation (this is accommodation which provides extra support such as providing meals or arranging appointments with people who can give you advice about drugs and alcohol).
- They can help you if you are in hospital and need to find somewhere to live when you come out.
- They can help you if you rent your home from a private landlord, are a leaseholder or own your home.
- They can help you if you are accessing drug or alcohol services and need somewhere to live
- They can help you if you have enduring mental health problems and need to find somewhere else to live or help you sustain your current tenancy

Will it cost me anything to use the Advice and Support service?

No. This service is completely free.

Our core values

We have a set of core values that apply to all of our services. We have agreed these with you (our customers), our board and our staff. They are as follows:

Accountability – acting openly and taking responsibility

Integrity – acting fairly and honestly

Passion – working positively with enthusiasm

Respect – treating everyone with care and professionalism

Forward-thinking – actively looking for improvements and solutions

These values are central to how we provide our services.

Why we have service standards

Core values are about the way we behave and how we provide our services. As well as these values, we have developed a set of service standards which tell you the level of service you can expect to receive from us.

We review our service standards at least every two years and we involve you in this. We also report on how we have performed against the standards every three months to the YHN Performance Committee.

The committee is responsible for monitoring our services, and includes tenants, councillors and independent members. If we are not achieving any service standard, we will put an action plan in place to improve our performance. We also report on how we have performed against the standards in Homes & People, our newsletter for all customers.

When offering our services we will treat everyone equally, no matter what their level of income or housing circumstances. We will be polite and make sure the service you receive is confidential and appropriate to any special needs you may have.

Our service standards

These are the standards we monitor regularly. If any of these standards are not being met we will develop a plan to improve performance.

- After you are referred to us, we will always arrange to interview you. Our target is to see at least 92% of new customers within 10 working days of you being referred to us.
- We will always create a support plan for you. Our target is to do this during the first interview for at least 90% of our customers.
- We aim for at least 92% of our customers to be satisfied with staff from the Advice and Support service.

Local offers

A number of services also have local offers. Local offers are our key commitments for improving the service. They are developed in partnership with customers and reviewed every year. Local offers may be extended to other services but currently there are none for the Advice and Support service.

What else you can expect from our service

Service standards show how we are performing. However, we also do more to help our customers such as:

- When you are referred to us, we will write to you or phone you to offer you an appointment. If it is an emergency, we will give you priority.
- All interviews will be private and confidential. If there is something we have to tell someone else about (such as where we are concerned about the safety of a child), we will aim to let you know where possible. We will offer you an interview with somebody who is the same sex as you if this is what you want.
- At your interview, we will explain what we do and find out how we can help you. If we cannot help you, we will explain why and tell you about other services you can contact.
- We will make a support plan with you, and review this with you at least once every three months.
- If it is necessary, we can work with other agencies to help meet your needs.

- When you don't need our support any more, we will close your file and write to you to tell you why. We will also ask you to fill in a questionnaire, which will help us continue to improve our service.
- We will offer to help you get benefits and other services.

Putting things right

We will always try to provide the best services that we can. However, if 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 Complaints and Compliments 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



Advice and Support Team
Gosforth Fire Station
High Street
Gosforth
Newcastle upon Tyne
NE3 1JL



Freephone number: 0800 0911 275



Website: www.yhn.org.uk

**CUSTOMER
SERVICE
EXCELLENCE**



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Newcastle upon Tyne, NE1 8PR.
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