



| Welcome Guide

NORTH

WELCOME

“

For us, providing a person with a roof over their head is not the end of the journey, it's just the beginning.

Our aspiration is that we will provide a safe community in whatever shape that is.

”

Paul Hunt
CEO



IMPACT
Housing & Support

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We would like to

welcome

you as a resident

This [welcome guide](#) has been prepared as a reference guide for your stay with us. It contains useful information about your new home, together with information on your rights and responsibilities (as well as those of IMPAKT Housing & Support) and, of course, important contact information.

Your accommodation with us should meet our 'minimum lettable standards' which means it will be clean and tidy, safe and in good condition.

Please keep this booklet to hand for future reference.



OUR ACCOMMODATION PROJECTS

THE FOYER



Conduit Road, Bedford,
MK40 1EQ
01234 220510

IMPAKT STAFF

Mon-Fri 9am - 5pm
2x Housing Coaches
2x Week 5pm - 7pm

WEEKEND & NIGHT STAFF

Mon-Fri 7pm - 5am
Sat-Sun 9am - 5am

Shared Facilities

30 Units

Self Contained

4 Units

CORNERSTONE



45-49 Tavistock Street,
Bedford, MK40 2RE
01234 307700

IMPAKT STAFF

Mon-Fri 9am - 5pm
2x Housing Coaches
2x Week 5pm - 7pm

WEEKEND & NIGHT STAFF

Mon-Fri 7pm - 5am
Sat-Sun 9am - 5am

Shared Facilities

26 Units

Self Contained

0 Units

WEAVER HOUSE



20 Gibbons Road,
Bedford, MK40 1DQ
01234 220060

IMPAKT STAFF

Mon-Fri 9am - 5pm
2x Housing Coaches
2x Week 5pm - 7pm

WEEKEND & NIGHT STAFF

Mon-Fri 7pm - 5am
Sat-Sun 9am - 5am

Shared Facilities

29 Units

LINDEN HOUSE



18 Linden Road,
Bedford, MK40 2DA
01234 210689

IMPAKT STAFF

Mon-Fri 9am - 5pm

Self Contained

16 Units

ROGERS COURT



2 Kingsway, Bedford,
MK40 9BA
01234 354012

IMPAKT STAFF

24/7

Self Contained

20 Units

NUMBER 10



10 St George's Road,
Bedford, MK40 2LS
01234 307700

IMPAKT STAFF

Staff not on site
Contact via Cornerstone team

Shared Facilities

0 Units

Self Contained

6 Units



6

WHO WILL YOU MEET?

SUPPORTED HOUSING ASSISTANT

Will be available at reception at specific projects. This is usually where you will find your post/parcels, and if you have any immediate questions during your stay with us.

RESETTLEMENT COORDINATORS

These staff members predominantly support your exit from the service, with the main goal being you securing your own independent accommodation.

HOUSING COACHES

These staff members will be your main point of contact during your stay with us.

MENTAL WELLNESS COACHES

These staff are available alongside Housing Coaches, where you feel you need some specific support around mental health. Please see your Housing Coach / Resettlement Coordinator if you feel you would like further information on mental wellness support.

SKILLS & ENGAGEMENT COACHES

These staff have a focus on developing life skills needed for your future tenancies. They will also provide social & enrichment activities throughout your stay with us, so do always keep a close eye on the events calendar in your housing project.

HOUSING OFFICERS

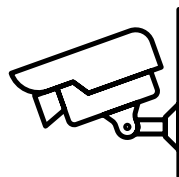
Responsible for the income & oversight over relevant benefit claims paying towards your accommodation.

MAINTENANCE

IMPAKT have our own maintenance team, who you will likely see working on improving the projects & carrying out repairs. If you notice something in need of repair please report to any member of the team.

MANAGEMENT

These staff will have overall responsibility within your housing project, and will work to ensure the safety and wellbeing of all residents within your home.



**WE HAVE CCTV
ACROSS ALL OUR
HOUSING PROJECTS
TO HELP KEEP
EVERYONE SAFE**



“ We have a recipe for success but it relies on you engaging with us ”

FROM YOU WE NEED A COMMITMENT TO:

- Attend weekly or fortnightly support meetings. These are designed to assess your progress and identify any extra support you may require.
- Attend house get togethers when required.
- Work towards gaining employment, training or further education.
- Participate in the IMPAKT Skills programmes available as part of your support and resettlement process.

WHAT CAN YOU EXPECT FROM US?

- To be treated with care and respect at all times
- To help to foster a harmonious and peaceful living environment.
- To help provide an unbiased and non judgemental approach to support.
- To have access to staff within office hours
- Provide records pertaining to your personal data, upon request, within the statutory period and according to our privacy policy which is available from any member of the housing team.

make an IMPAKT

Get involved, have a
choice and a **voice** in the
service **you receive**

HOW CAN YOU MAKE AN IMPAKT?

As a part of your induction, you will be invited to register your interest in being an IMPAKT influencer, where you can be a voice for your fellow peers and have a real impact on our services.

For more information please contact a member of staff.

PAYING YOUR PERSONAL CHARGE

In order to pay you personal charge/housing benefit top-up on time, we encourage residents to set up a standing order. Should you wish to pay via this method please do the following;

Set up a reoccurring payment with your bank to the following effect:

Account Name: IMPAKT Housing & Support

Account Number: 20234485

Sort Code: 40-51-62

Bank Name: HANDELSBANKEN

Payment Ref: First Initial, Surname, Accommodation

i.e. J. Smith TF

INITIAL SURNAME ACCOMMODATION

The Foyer = TF

Cornerstone House = CH

Linden House = LH

Weaver House = WH

Number 10 = NT

Rogers Court = RC

If you are under 18 and being supported by Social Services, this may not apply. Please speak to your Social Worker or Housing Coach for clarification on your individual circumstances.



STARTING WORK

WHEN BEING OFFERED PAID EMPLOYMENT

- Speak to your Housing Coach to go through an estimated calculation of cost and to go through your Working Resident Commitments.

WHEN ACCEPTING EMPLOYMENT OFFERS

- Request a copy of your employment contract & offer letter from your new employer.
- Provide that contract to your Housing Coach
- Complete a 'Change Of Circumstances' form with your Local Authority. Your housing Coach can help you with this.
- Inform the Department for Works & Pensions (DWP) of the start date of your paid employment.

ONGOING COMMITMENTS & REQUIREMENTS

- To provide a copy of your payslips to your Housing Coach/local authority on a weekly/monthly basis.
- To inform staff of any changes to your working pattern (hours), so a new calculation can be drafted for you.
- To make a payment to IMPAKT housing & support to "top up" the short fall in your Housing Benefit payments (this calculation will be made by your Housing Officer). This payment can be made in cash or bank transfer.
- To keep in good communication with IMPAKT housing and provide information requested in a timely fashion.

Taking the above steps will ensure you avoid accruing rent arrears with IMPAKT housing & Support, & in turn ensure your accommodation is safe & secure.



YOUR LOCAL SERVICES

GROCERIES & SHOPS

B&M

1 Midland Road
MK40 1PL

Tesco Express

21-25 Harpur Centre
14 Midland Rd
MK40 1PL

Lidl

Lurke St
MK40 3HY

HELPFUL SERVICES

Library

Harpur St
MK40 1PG

Post Office

6 Greenhill St
MK40 1LX

Jobcentre

57 Bromham Rd
MK40 2EH

HEALTH & EDUCATION

Boots Chemist

33-37 Harpur Centre
MK40 1TN

Bedford College

Cauldwell St
MK42 9AH

Recovery College

3 Woburn Road
MK40 1QW

GP's

[www.nhs.co.uk/
service-search/find-
a-gp](http://www.nhs.co.uk/service-search/find-a-gp)

TRANSPORT

**Bedford Railway
Station**

Ashburnham Road,
MK40 1DS

**Bedford Bus
Station**

Greyfriars
MK40 1LJ

FURTHER SUPPORT

An advocate is an independent person who supports you to have your say. They listen to your views and help make sure you are heard and taken seriously. They support you to talk to professionals, understand your rights, raise concerns, or make a complaint.

If you would like an advocate at any point during your stay, please speak to staff, who will help you contact the agencies noted.

YOUNG PERSONS ADVOCACY

NYAS - National Youth Advocacy

0808 8081001
main@nyas.net

18+ ADVOCACY

POhWER Bedfordshire

NHS Complaints Advocacy
Independent Mental Capacity Advocacy
(IMCA), including Deprivation of Liberty
Safeguards (DoLS) and Relevant Person's
Paid Representative Services (RPPR)
Independent Mental Health Advocacy (IMHA)
Care Act Advocacy
Community Advocacy

0300 456 2370 - pohwer@powher.net
www.pohwer.net/bedford-borough

Voice Ability

03000 303 1660

helpline@
voiceability.org

OFFICE FOR CHILDRENS COMMISSIONER

0808 528 0731
help.team@childrenscommissioner.gov.uk



MENTAL WELLNESS SUPPORT

If you're interested in improving or maintaining your **mental health**, then we are here to **help**.

"We believe a problem shared is a problem halved"

The IMPAKT Mental Wellness Team Can Offer You:

Emotional Support

- Flexible & Informal
- 1-2-1 Basis
- Meet at your desired frequency

Signposting & Referrals

- Navigate local services
- Support at appointments

Coaching

- 10 Sessions
- 12 Weeks
- Coping Strategies
- Managing Emotions
- Mindfulness

To get started speak to:

Your Housing Coach or Direct with the Mental Wellness Team

LAUNDRY



On site laundry available, **please** speak to staff for more information.

TV LICENCE

Please be aware that you are required to purchase your own TV Licence whilst living with us. This applies regardless of the device used such as TV, laptop, desktop, phone, console or tablet.

ROOM CHECK GUIDANCE

Room checks are carried out to ensure that you are supported in the development of your independent living skills where required. In addition, room checks enable us to note any health & safety or maintenance concerns.

- We will note any maintenance or health and safety concerns - for example, checking doors of wardrobes & kitchen units to ensure hinges are secure.
- Where appropriate, staff will check the bathroom and kitchen to ensure it is clean and in working order.
- Staff will remove candles, incense sticks or anything with a naked flame seen in your room.
- Staff will remove any alcohol or drugs and any paraphernalia relating to alcohol and drugs if seen in your room.
- Staff will not go through your belongings.

Please note that the above list is not exhaustive and should be used as guidance to support your expectations of room checks.

COMPLAINTS PROCESS

Should you encounter something during your stay with us which you are not happy with, IMPAKT Housing & Support would encourage you to make a complaint where appropriate.

If you wish to make a complaint during your stay with us, please speak to your Housing Coach or any staff member you feel comfortable speaking to. We will be happy to advise you of the process as and when required.

FIRE SAFETY

CANDLES & INCENSE

May smell nice but are a fire hazard

FIRE DOORS

Keep fire doors **closed**

PLUGS & SOCKETS

Avoid **overloading** plug sockets and extension leads

HOBBS & OVENS

Ensure they are **switched off** and clear of any items that could catch fire. Please use a **timer** as a reminder. **Don't cook** under the influence of drugs and alcohol.



ELECTRICAL ITEMS

Due to Health & Safety and Fire Safety Regulations, we require residents to utilise safe electrical equipment.

All electrical items within our properties should have a PAT certificate or have some evidence of the purchase date to ascertain how safe the product may be.

WHAT IS SAFE?

- Brand new items purchased under guarantee.
- Items clearly showing a PAT certificate label on them.
- Items must have no damage to wires, plugs, or chargers this can include fraying, splits or discoloured wires/leads.
- Items inspected by IMPAKT housing & support Maintenance Team and cleared as safe to use.

WHAT IS UNSAFE?

- No history of approximate age of item.
- Item collected from the street, rubbish bins or skips.
- Physical damage to product or any of the wires & plugs.
- Items making unusual noises or producing unfamiliar temperatures, sounds or smells.

You should be aware that IMPAKT Housing & Support reserves the right to confiscate any item which we believe are unsafe to have in our projects. Therefore all items you bring into any IMPAKT housing services should meet SAFE standards, or you risk these being disposed of by our staff or contractors.

DON'T TAKE A RISK

Counterfeit and poor quality chargers can put your phone, you and others at risk.



FIRE ACTION PLAN

IF THE SMOKE DETECTION SYSTEM GOES OFF

- If your Fire Alarm goes off, don't investigate to see if there is a fire. If there is anyone in your room or flat (wake them up if necessary), walk down the main protected staircase together and get out.
- Check doors with the back of your hand - if they are warm, do not open them - the fire is on the other side.
- If there is a lot of smoke, crawl along with your nose to the floor where there is cleaner air.

DON'T GO BACK INSIDE YOUR HOME

- Call the Fire Service from a mobile phone or a neighbours house. Give the address of the fire.
- Don't stop or go back for anything.

WHAT TO DO IF YOUR ESCAPE ROUTE IS BLOCKED

- Get everyone into one room, behind a fire resistant door if possible and STAY PUT.
- Smoke and fumes kill people quickly, so do not try to get out if the staircase is filled with smoke.
- Open the window in the room and stay near it for fresh air and to let the fire-fighter see you.
- Phone 999 and let them know your location in the building or shout for help so that someone else can phone for you.

Do not stop to collect personal items and do not re-enter the building

RIGHTS & RESPONSIBILITIES



At IMPAKT Housing & Support, we are keen for everyone to feel that they have a safe and comfortable place to live.

We have outlined what you can expect from us, and what we expect from you in return.

Please also refer to your **Licence Agreement** for a more comprehensive overview.

BEHAVIOUR & RELATIONSHIPS

We would like you to consider IMPAKT housing as your home. With this in mind, we ask all residents to agree to behave respectfully towards one another and to staff. We will ensure we treat you with respect and dignity and ask for the same in return.

SUPPORT

We want to help you to achieve your personal goals and ask you to engage with the support offered from the housing team.

SAFEGUARDING

We are committed to safeguarding you from harm or abuse. If you feel you are at risk of abuse, including exploitation, bullying or harassment, please inform a member of staff at the earliest opportunity.

ADDICTIONS

Alcohol is not permitted within the premises. As with any home it is illegal to have or use non-prescription drugs and drugs are not permitted on any of our sites. If you feel that you would like support with drug and alcohol dependency, please speak to a member of housing staff who will be there to listen and help.

SMOKING & VAPING

For the comfort and safety of all our residents we operate a strict no smoking or vaping policy on all sites. Designated smoking or vaping areas will be signposted by staff on request.

KEYS

We will ensure you have a set of keys and fob to access your room. Please look after these as there is a charge for replacements. Keys are provided on the premise that they will not be copied or entrusted to anyone else, including children or other residents.



EXTERNAL VISITORS

Please adhere to the current policy at your project
Sign all visitors in and out at reception.
You are responsible for your visitors therefore please explain your responsibilities to them.

ROOM CHECKS

Your room will be checked weekly to ensure that you are supported in the development of your independent living skills where required.

CHILDREN IN PROJECTS

Children are only permitted in communal areas. No child should be left alone in the projects, nor in the care of any other resident or any child under the age of 16 at any time. We are obligated to report anything we consider to be a safeguarding risk towards a child immediately.

NOISE

Please respect your neighbours by not playing music at an unreasonable volume, music is to be turned off by 11pm. When moving around the project, please be mindful that others may be sleeping or studying during this time.

When having other residents inside your room, please continue to be considerate of noise levels and your neighbours' peace.

APPROPRIATE CLOTHING

Please dress considerately when leaving your room and/or in the communal areas.

“ Certain behaviours may seriously put your accommodation at risk, including but not limited to: ”

VIOLENCE/AGGRESSION

Violent or abusive behaviour may result in your Licence being terminated.

DAMAGE TO PROPERTY & ARSON

This may result in your Licence being terminated with immediate effect and the Police informed. All deliberate/avoidable damages must be paid for and charges will be added to your account. You are responsible for all the items in your room and should report any accidental damage immediately.

SUBSTANCE MISUSE, DRUG USE & DEALING

Anyone found to be in possession of drugs, on site or in the immediate vicinity, dealing drugs, misusing or sharing prescription drugs, or if staff have reasonable suspicion of such activity, may be asked to leave immediately and police will be contacted.

DATA PRIVACY

At IMPAKT housing & Support, we respect the privacy of your personal data. We are subject to the Data Protection Act 2018 and the UK GDPR in respect of our paper and computerised records. All the information provided by you shall be kept confidential to IMPAKT housing & support unless we have a legal obligation to pass it on.

As a part of the Meet & Greet session, we completed a 'Getting To Know You' form with you, where our staff asked you for some personal details, and for permission to take and use your photo for our files.

We also completed a 'Safety Plan' with you, where we required you to provide personal sensitive details relating to your current health, behaviour and concerns. The information we gathered helped us to understand your current housing situation and to perform an assessment before assigning an accommodation to you.

All information provided by you during the Meet and Greet Session is stored securely on our

IT system in line with UK GDPR requirements.

A Personal Development Plan (PDP) will be one of the ways we will support you to achieve your goals and aspirations, all Action Plans and Reviews recorded as part of your PDP will be stored securely on our IT system in line with GDPR requirements.

Our Client and Customer Privacy Notice explains how we collect, use, share and keep your data secure. You will be provided a hard copy of the Privacy Notice with this welcome booklet. You can also view the Privacy Notice online via our website.

In case you have any questions about your data, or you wish to contact our Data Protection Officer you can do so by emailing:

privacy@impakt.org.uk



IMPAKT

Housing



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