



## **Keeping you safe**

Safeguarding and Tenancy Support



Soha has a role to play in keeping communities safe and it takes it very seriously. This leaflet is about what to do if you feel threatened or at risk in your home.

It also tells you about our Tenancy Support Service for Soha customers who are finding it difficult to maintain their tenancy.

## **Feeling scared of someone in your household**

No-one should live in fear of violence from a spouse, partner, former spouse or partner, or other members of the household. Soha will do what it can to help and support any person suffering threatened with, or suffering, violence.

You may be scared because someone is

- hurting you or, if you are older, giving you too much or too little medication or not letting you have the help you need such as a walking frame or hearing aid
- touching you or demanding sexual things from you that you feel uncomfortable with

- making you give them money or stopping you using your bank account
- making you feel undervalued, depressed or anxious or behaving in a controlling or coercive manner
- neglecting to help you where necessary – for example, if you need help to be fed or washed properly.

Whatever your concern, please tell Soha and you will be helped. We have a range of ways to help you, whether you want to just talk or to get help to leave home.

We will treat any information you give us confidentially. We will also act quickly to support you, to arrange for emergency repairs to your home caused by an incident of domestic abuse, and to improve security in your home.

If you want us to, we will involve the police for you. Your Neighbourhood Officer can be called on 01235 515 900 (0800 014 15 45 freephone) Monday to Friday, 8.30 – 5pm.

The Police non-emergency number is 101, but if you



feel you, your children or someone else in the house is in immediate danger, call 999.

Other people you might tell are a member of your family, a friend, the police, carers or a doctor. They will also listen carefully and tell someone official. In an emergency, there are organisations which can also provide help.

## **Where to find help**

These are organisations which can help you if you want to talk to someone outside Soha office hours:

National helpline: 0800 2000 47

Aylesbury Women's Aid: 01296 436 827

Oxfordshire Domestic Abuse Helpline: 0800 731 0055

Swindon Women's Aid: 01793 610 610

Kiran Asian Women's Aid: 0208 558 1986

Broken Rainbow (LGBT): 0300 9995 428

Elder abuse helpline: 0808 808 8141

Men's advice line: 0808 801 0327

Childline: 0800 1111

A useful website is [reducingtherisk.org.uk](http://reducingtherisk.org.uk)

## **Soha's Tenancy Support Service**

If you live in a Soha home and you're finding it difficult to pay your rent, or are at risk of losing your home, our support service is here to help you.

Some things residents might need help with are:

- housing options – finding your next home,
- ways to maximise your income and develop your budgeting skills,
- help looking after your health, such as registering with a GP or a specialist service,
- using services to access employment, education or training,
- practical, social and emotional support, and
- help to access services in the local community.

This does not include personal care to our tenants, which is part of a care package arranged and provided through Social Services.

## **What happens next?**

When we receive a referral form, the Tenancy Support Officer (TSO) will assess the information provided. We may get in touch with you for more details, or contact other family members or professionals involved in your care.

If we think the TSO could help you, we will arrange a meeting with you to complete a needs assessment – to get further information, work out your level of needs and see who can best meet them. After the assessment has been completed, we will decide if the TSO can help you. If not, we will explain why and refer you to other services that may be able to help.

The TSO will set up a series of achievable goals that will enable you to maintain your tenancy and possibly improve your health and well being. This is a written agreement between you and the TSO in a similar way that a tenancy is an agreement between a tenant and a landlord.

## **How long does the tenancy support last?**

The TSO will work with you for about three to six months.

This depends on your support plan and how successful it is in resolving the identified problems. The support plan will be continuously reviewed. It will be formally reviewed at six months at the latest.

If the goals have been achieved, the TSO may decide to end the service. This can happen earlier than six months, if all is going well. We can also close the case if you have not cooperated with us.

When the support comes to an end, we can give you information about additional services that may be able to help you in the long-term. We will ask you for feedback on the support you have received, to help us to improve the service we offer.

If you disagree with our decision to end the service, you have a right to appeal. You also have the right to complain if you feel that you have not received a suitable service.

## **What is the difference between tenancy support and social services?**

This service is not intended to replace support provided by social services, the NHS or

any other statutory service. Soha's Tenancy Support Service has been established to provide support in housing-related matters.

This does not include personal care to our tenants, as this would form part of a care package arranged and provided through Social Services.

# Tenancy Support Service self-referral form

Tenant's name .....

Partner (if applicable) .....

Title .....

First name .....

Surname .....

Date of Birth .....

Address .....

Postcode .....

Tel (home) .....

Mobile .....

Please briefly outline your concerns about  
yourself/the person you are referring

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**Information contained within this self-  
referral form is strictly confidential**

Signature .....

Date .....

Please return this form to: FREEPOST SOHA  
HOUSING (no stamp needed)

We will do our best to offer a translation service in a different language if this would be helpful. This may include using a translator to speak to you about the content of a publication rather than giving you a hard copy of your own. We also do our best to offer large print or audio versions of publications. Please ring us on 01235 515 900 or 0800 014 15 45 (Freephone).

## Polish

Dołożymy wszelkich starań, aby zaoferować tłumaczenie na inny język, jeżeli byłoby to pomocne. Oferta ta może obejmować usługi tłumacza ustnego, który przedstawiłby treść publikacji, zamiast przekazania tłumaczenia w formie papierowej. Dołożymy również wszelkich starań, aby przygotować druk wielkoformatowy lub wersje audio publikacji. Prosimy o kontakt pod numerem 01235 515 900 lub 0800 014 15 45 (Freephone).

## Portuguese

Poderemos também providenciar um serviço de tradução para um outro idioma, se tal lhe for útil. Poderemos recorrer a um tradutor que lhe falará acerca do conteúdo da publicação, em vez de lhe entregar uma cópia impressa da mesma. Envidamos igualmente todos os esforços para fornecer versões em letra grande e versões áudio das publicações. Contacte-nos através do 01235 515 900 ou do 0800 014 15 45 (Freephone).

## Italian

Faremo del nostro meglio per offrire un servizio di traduzione in altre lingue, se ciò dovesse servire. Pertanto, al posto di una copia cartacea della pubblicazione da portare con voi, possiamo mettere a disposizione un traduttore che ve ne illustrerà il contenuto. Faremo anche del nostro meglio per offrire stampo a caratteri grandi oppure versioni audio delle pubblicazioni. Chiamateci al numero 01235 515 900 o 0800 014 15 45 (Freephone).

## Turkish

Yararlı olabilecek farklı bir dilde tercüme hizmeti sunmak için elimizden geleni yapacağız. Bu, kendinize ait basılı bir kopyayı size vermek yerine, bir yayın içeriği hakkında sizinle konuşmak üzere bir tercüman kullanmayı da içerebilir. Aynı zamanda, büyük baskı ya da sesli sürümleri sunmak için elimizden geleni yapıyoruz. Lütfen bizi buradan arayın 01235 515 900 veya 0800 014 15 45 (Freephone - Ücretsiz Telefon).

## Bengali

যদি সহায়ক হয় তাহলে আমরা একটি ভিন্ন ভাষায় অনুবাদ পরিষেবা দেওয়ার জন্য যথাসাধ্য চেষ্টা করব। এর অন্তর্ভুক্ত হতে পারে আপনাকে কোনো প্রকাশনার মুদ্রিত অনুলিপি দেওয়ার পরিবর্তে সেই প্রকাশনার বিয়য়বস্তু সম্পর্কে আপনার সঙ্গে কথা বলার জন্য একজন অনুবাদককে ব্যবহার করা। এছাড়াও প্রকাশনার বড় অক্ষরে ছাপা অথবা অডিও সংস্করণ দেওয়ার জন্য আমরা যথাসাধ্য চেষ্টা করি। অনুগ্রহ করে আমাদের সঙ্গে 01235 515 900 অথবা 0800 014 15 45 (Freephone) টেলিফোন নম্বরে যোগাযোগ করুন।



# Soha Housing

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