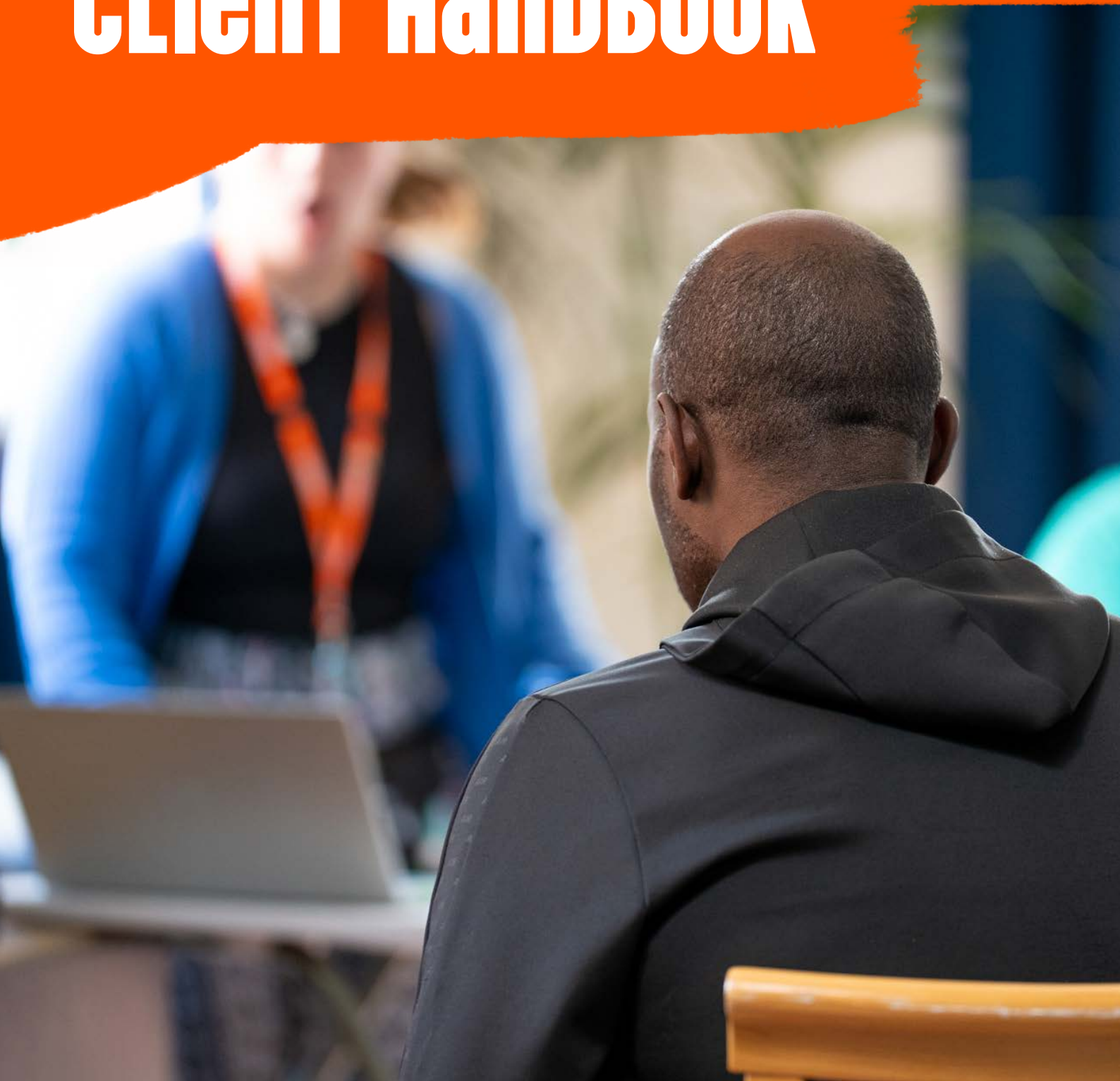




# SUPPORTED HOUSING CLIENT HANDBOOK





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# LANGLEY TRUST SERVICES

These are all the places where Langley operates, see if you can spot your new home!



## Complex Needs Care

Ashdene - Wakefield  
Chatterton Hey - Bury  
House of St Martin - Taunton  
Longcroft - Lancaster  
Mariposa House - London  
Park View - Fleetwood  
The Knole - Cheltenham  
The Shrubbery - Kent

## Supported Housing

Box Tree Cottage (IAP) - Bradford  
Dorado - London  
Eliora - Bedfordshire & Northamptonshire  
Kadesh - Medway Towns  
Langdon (IAP) - Dorset  
Murray Lodge - Coventry  
Tekoa House - Rochdale

## Supported Housing places also at:

Ashdene - Wakefield  
Park View - Fleetwood

## Specialist Advice

HMP Fosse Way - Leicester

# WELCOME & ABOUT LANGLEY

This handbook explains what you can expect while living here and how we will support you on your journey to independence.

## Who We Are

Langley Trust is a national Christian charity working with men and women in similar situations to yourself to help you get back on track after prison, homelessness, or other issues that led you to where you are today.

We've been here since 1958 and work with over 1,000 people every year.

## What We Do

We support you in many ways:

- Providing specialist advice in prisons
- Offering housing and tailored support
- Giving care in the community

## Our Christian Ethos

Our belief in God motivates us to do what we do and to never give up on anyone. We believe that God offers everyone a second chance and the opportunity to create a new future, regardless of the past – so we aspire to do the same.

You are very welcome wherever you are on the faith spectrum – whether you share our beliefs or not.

## Our Values

Our Christian ethos underpins everything we do:

- Genuine – Authentic relationships and services
- Respectful – Valuing everyone's dignity
- Responsible – Acting with accountability
- Visionary – Inspiring positive change

Above all, we aim to be Christ-like, showing love, compassion, and hope in all we do. We celebrate diversity and treat everyone as having worth, made in God's image. This means we will support you without judgment and with compassion.

## Spiritual Support

Our chaplains are available if you'd like spiritual support, but there's no obligation. We also offer opportunities for prayer and reflection for those who wish to take part.



## Our Mission & What You Can Expect

Our mission is to help you live a crime-free life and achieve your goals. While you are with us, you can expect:

- Safe, drug and alcohol-free accommodation
- Support to help you achieve your goals, including budgeting, training, and wellbeing
- Opportunities for involvement in decisions about your service
- Respect for your rights and privacy



## Getting the Most Out of Your Stay

Living here works best when we work together. We've set out what you can expect from us and what we ask from you, so your time with us is safe, positive, and helps you move forward.



# USEFUL CONTACTS

This space is for you to add in local contact details that will be useful for you.

<b>Langley Local Service Office</b>	<b>Contact Details</b>
<b>Office address:</b>	
<b>Office tel. no:</b>	
<b>Team email:</b>	
<b>Name of key-worker:</b>	
<b>Key-worker mobile:</b>	
<b>Key-worker email:</b>	
<b>Emergency/on-call number:</b>	
<b>Repairs – non-emergency:</b>	
<b>Repairs – emergency:</b>	

<b>GP Surgery</b>	<b>Contact Details</b>
<b>GP Surgery name:</b>	
<b>GP name:</b>	
<b>GP address:</b>	
<b>GP tel. no:</b>	

Dentist	Contact Details
Dentist address:	
Dentist tel. no:	
Name of Dentist	

Benefits – Jobcentre Plus	Contact Details
JobCentre Plus address:	
JobCentre Plus tel. no:	

Other Support 1	Contact Details
Name of organisation	
Name of keyworker:	
Office address:	
Office tel. no:	
Team email:	

Other Support 2	Contact Details
Name of organisation	
Name of key-worker:	
Office address:	
Office tel. no:	
Team email:	

Other Support 3	Contact Details
Name of organisation	
Name of key-worker:	
Office address:	
Office tel. no:	
Team email:	

Name	Support	Contact details
<b>Beat Eating Disorders</b>	Support and information for all individuals affected by eating disorder.	Phone: 0808 801 0677 Youthline: 0808 801 0711 Website: <a href="http://www.b-eat.co.uk">www.b-eat.co.uk</a>
<b>Citizens Advice</b>	Support and advice on a broad range of issues.	0800 144 8848 <a href="http://www.citizensadvice.org.uk">www.citizensadvice.org.uk</a>
<b>CRUSE Bereavement Support</b>	Support following the death of someone close to you.	0808 808 1677 <a href="http://www.cruse.org.uk">www.cruse.org.uk</a>
<b>Equality Advisory &amp; Support Service (EASS)</b>	Advice and support on issues relating to equality and human rights.	0808 800 0082 - Mon–Fri 9am–7pm, Sat 10am–2pm <a href="http://www.equalityadvisoryservice.com">www.equalityadvisoryservice.com</a>
<b>Gamblers Anonymous</b>	Support for people with gambling issues.	0330 094 0322 <a href="http://www.gamblersanonymous.org.uk">www.gamblersanonymous.org.uk</a>
<b>National Debtline</b>	Free debt advice and support.	0800 808 4000 - Mon–Fri 9am–8pm, Sat 9.30am–1pm <a href="http://www.nationaldebtline.org">www.nationaldebtline.org</a>
<b>NHS 111</b>	Free non-emergency medical helpline.	Dial 111 <a href="http://www.111.nhs.uk">www.111.nhs.uk</a>
<b>Refuge</b>	Support and advice for women and children who have experienced domestic abuse.	0808 2000 247 - 24/7 <a href="http://www.refuge.org.uk">www.refuge.org.uk</a>
<b>Relate</b>	Relationship advice and support.	0300 003 2324 <a href="http://www.relate.org.uk">www.relate.org.uk</a>
<b>Sexual Health Helpline</b>	Free confidential information and advice on sexual health.	0300 123 7123 <a href="http://www.nhs.uk/live-well/sexual-health">www.nhs.uk/live-well/sexual-health</a>
<b>Victim Support</b>	Support for those who have been a victim of crime or affected by crime.	0808 16 89 111 - 24/7 <a href="http://www.victimsupport.org.uk">www.victimsupport.org.uk</a>

# Mental health, Drug & Alcohol, Benefits

## Mental health crisis helplines:

- MIND - 0300 123 3393 | [www.mind.org.uk](http://www.mind.org.uk)
- Rethink - 0808 801 0525 | [www.rethink.org](http://www.rethink.org)
- Samaritans - 0800 587 0800 (available 24/7)
- National Suicide Prevention Helpline UK - 0800 587 0800
- SANEline - 0300 304 7000 (available 4pm to 10pm, 365 days a year)
- Hub of Hope: Mental health support locator - <https://hubofhope.co.uk>

## Drug & Alcohol support:

- Alcoholics Anonymous - 0800 9177 650 | [www.alcoholics-anonymous.org.uk](http://www.alcoholics-anonymous.org.uk)
- Cocaine Anonymous - 0800 612 0225 | [www.cocaineanonymous.org.uk](http://www.cocaineanonymous.org.uk)
- Frank - 0300 123 6600 | [www.talktofrank.com](http://www.talktofrank.com)
- Narcotics Anonymous - 0300 999 1212 | [www.ukna.org](http://www.ukna.org)

## Benefits (DWP):

Speak to staff for advice. If you start work, you may need to pay more towards your rent – inform staff immediately.

Benefits (DWP):

- Personal Independence Payment (PIP) - 0800 917 222
- Existing claims - 0800 169 0310
- Universal Credit - 0800 328 5644
- State Pension - 0800 731 0469

# OUR RESPONSIBILITIES

We're here to make your stay safe, comfortable, and positive. Here's what you can expect from us:

## Occupancy

We'll provide you with a property to live in and the services you need. Your right to live here peacefully matters to us. We'll only enter your room if:

- We need to check its condition, carry out repairs, or do Health & Safety checks
- There's an emergency or we're concerned about your safety or someone else's
- We suspect drugs, alcohol, or weapons are in your room (hopefully never the case!)

## Repairs & Maintenance

Your home should feel safe and comfortable. We'll keep the property in good repair and make sure installations work properly.

## Amenities

We'll provide essentials like heating, water, and electricity.

## Food

If your service provides meals, we'll make sure they're healthy and balanced. If you're self-catering, we'll help you connect with local food resources.

## Health & Safety

Your safety is our priority. We follow strict Health & Safety policies and check regularly to keep the environment safe.

## Key Working

You'll have regular key working sessions to help you achieve your goals. The frequency depends on your service type, and we'll explain this in your support plan. We're also here for informal support whenever you need it.

## Support

We'll provide the help you need (within the limits of the service) to work towards your goals and independence.

## Professional Boundaries

Our staff will always maintain professional boundaries. This means we're here to support you, not as friends, but as professionals focused on your wellbeing and progress.

# YOUR RESPONSIBILITIES

These are the things we ask you to do so your time with us is safe, positive, and helps you move forward:

***For safety and privacy, clients should not enter each other's bedrooms. Speak to staff if you have concerns.***

## Occupancy

If you're in shared accommodation and plan to be away overnight, let a staff member know. You must stay at least 4 nights a week to meet Housing Benefit requirements.

## Rent/Accommodation Charge

Rent/Accommodation Charge is payable weekly. If you claim benefits, you might qualify for Housing Benefit to help cover your rent. We cannot allow arrears, as falling behind on payments could put your accommodation at risk. Staff will help you apply for the right benefits.

## Engagement

Attend all your key working sessions and work with staff to get the most out of the support we provide. This is really important – without your cooperation, the support won't work.

## Respect

Respect other clients, staff, and the accommodation. Treat everyone fairly and kindly.

## Hygiene

Good personal hygiene is important for your health and wellbeing. We would ask that you aim to keep yourself clean and look after your room and shared spaces, as this helps create a comfortable, welcoming home for everyone. If you need any support or guidance with this, please let staff know, we're here to help.

## Alcohol & Drugs

No alcohol, legal highs, or drugs are allowed anywhere on site. Many people at the service are working hard to stay clean – please help keep the environment safe and supportive. Visitors must also follow this rule.

## Repairs

Report any damage or health and safety hazards to staff straight away.

## Health & Safety

Follow all health and safety procedures during your stay. This includes fire drills, safe use of appliances, and keeping exits clear.

# YOUR SPACE AND HOW WE KEEP IT SAFE

## What You Can Expect in Your Room (Shared Accommodation)

As a minimum, your room will include:

- A bed
- Bedding
- A wardrobe
- Curtains
- A chest of drawers
- A bedroom door that locks



## How to Report a Repair

We aim to complete repairs quickly and to a high standard. If something in your room or the building needs fixing:

- Tell a staff member straight away
- They will inform our Property Department in Coventry
- We'll complete the repair within the time-frames on the next page and check you're happy with the result



# Maintenance Responsibilities

## We are responsible for:

- Maintenance of all property related items
- Upkeep of the property
- Repair and replacement of equipment in communal areas
- Upkeep of fixed installations (e.g. gas boilers)

## You are responsible for:

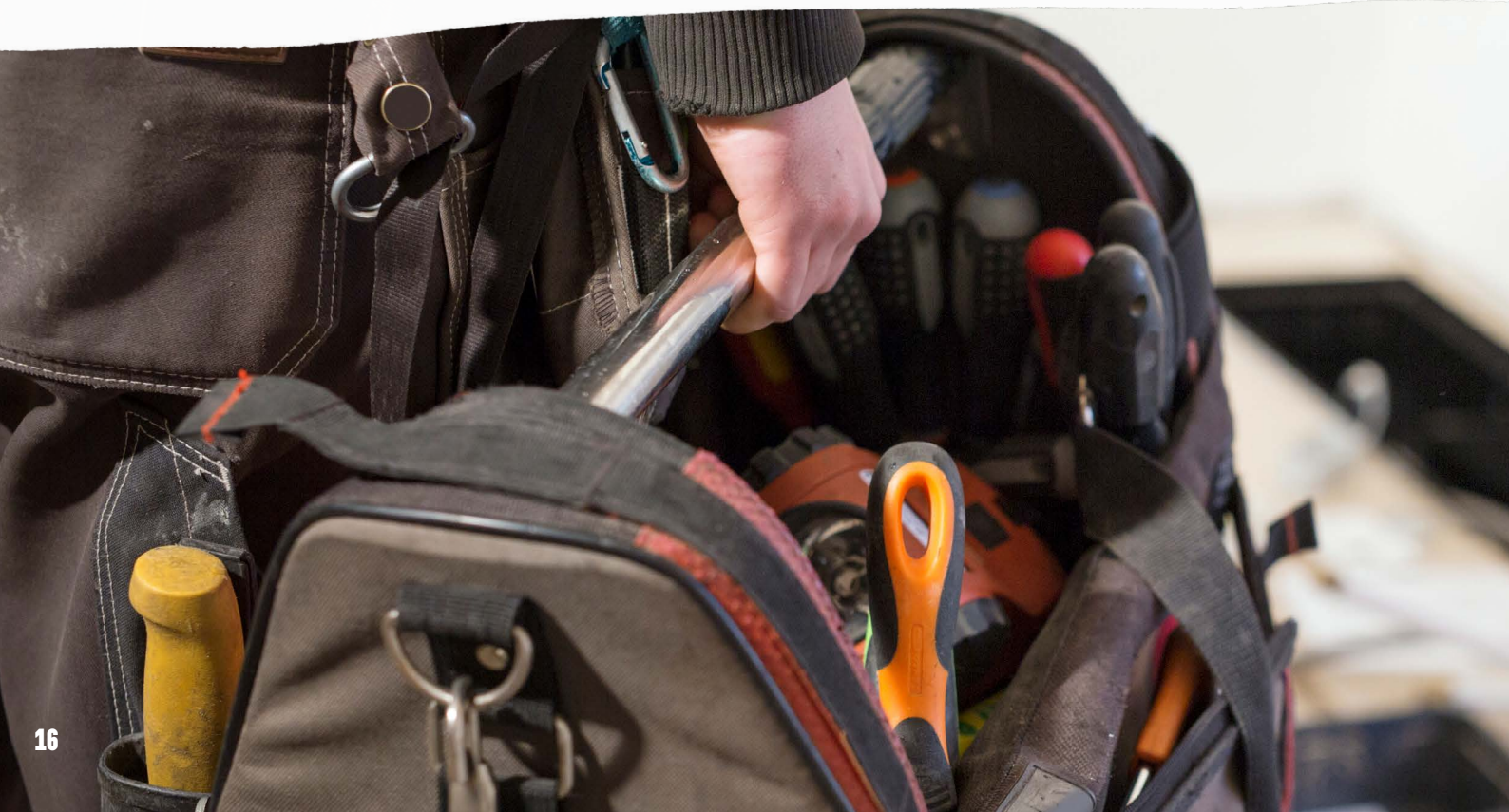
- Maintenance, repair, or replacement of your own possessions
- Paying for repairs if damage is caused by neglect, abuse, or deliberate action by you or your visitors
- Reporting any damage or maintenance issues promptly

## Time-frames for Repairs

- Emergency: First response within 24 hours
- Urgent: Completed within 7 days
- Routine: Completed within 28 days

## Cyclical Maintenance

- Gas appliances: Annual service & Gas Safety Certificate (CP12)
- Oil-fired boilers: Twice yearly (service & interim check)
- Electrical safety checks: Every 5–10 years
- External decorations: Every 5–8 years
- Internal decorations (communal areas): Every 5–8 years



# TV Licenses

To watch or record live TV, a household needs a TV licence. In Langley accommodation services, a communal TV is provided in a communal space and is covered by a communal TV Licence. These Licences are paid for through the rents and service charges. However, if you watch or record live TV in your own room, you will need your own TV licence.

This is as per government TV licensing laws: <https://www.gov.uk/find-licences/tv-licence>



## You do need a TV Licence if you:

- Watch or record live TV on any channel or service
- Use BBC iPlayer

## You do not need a TV Licence to watch:

- Streaming services like Netflix and Disney+
- On-demand TV through services like All 4 and Amazon Prime Video
- Videos on websites like YouTube
- VHS, DVDs or Blu-Rays

## Fines and Penalties

You can be fined up to £1,000 if you watch or record live TV without a TV Licence.

Please do speak with your key-worker or service managers if you need further information with this.



Scan the QR code to get the current fees

# HEALTH & SAFETY AT LANGLEY

Your safety—and the safety of others—is very important to us. We have clear procedures to keep everyone safe, and you also have responsibilities.

## Your Responsibilities

You must not do anything that could endanger the health and safety of another client, visitor, staff member, or anyone nearby. Please:

- Follow fire evacuation procedures
- Ensure all your electrical equipment is PAT tested
- Report any accidents immediately
- Do not store flammable or hazardous products (COSHH) in your room/property

## Our Checks

To keep the environment safe:

- Staff carry out daily and weekly health & safety inspections
- Weekly checks include entering your room/property to look for hazards, damage, or disrepair

We'll keep you informed, staff will explain any health & safety procedures you need to know and answer your questions.



# DAMP, MOULD & CONDENSATION – WHAT YOU NEED TO KNOW

Damp and mould can affect your health and damage your home. Here are the key things to remember:

## Common Causes

- Condensation is the most common cause – happens when warm air meets cold surfaces
- Other causes include rising damp, penetrating damp, and leaks from plumbing

## Why It Matters

- Too much moisture can lead to black mould, which can affect walls, ceilings, furniture, and even clothes
- It can also cause dust mites, which may impact your health

## Simple Steps to Help

- Ventilate daily – open windows or use extractor fans, especially after cooking or bathing
- Heat your home steadily – short bursts of heat can make condensation worse
- Reduce moisture – dry clothes outside if possible, keep lids on pans, and close kitchen/ bathroom doors when in use
- Treat mould early – use a good quality mould remover and follow instructions

## Everyday Activities Add Moisture

Cooking, washing, bathing, and drying clothes indoors can add up to 11 litres of water to your home in a day!

## Want full guidance and tips?

Scan the QR code in this handbook to read the complete guide on Damp, Mould & Condensation.



# DAY-TO-DAY LIVING AT YOUR SERVICE

## Choices Available to You

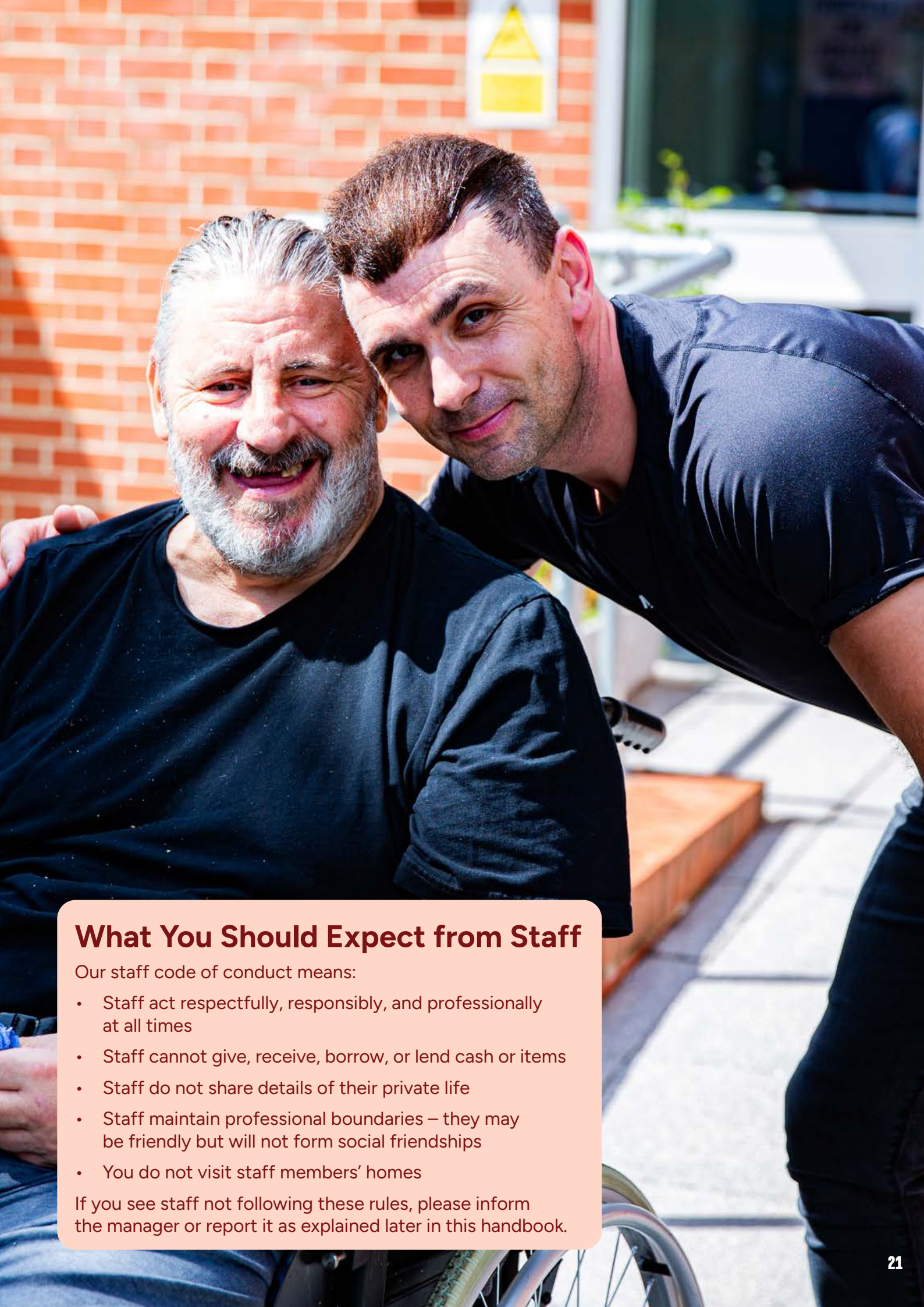
By making choices and getting involved, you make sure the support you receive is what you want and in the way you want it. Staff will encourage you to make positive choices and take part in the life of the service.

You can choose:

- What you focus on in your housing, support, or care plan
- Which goals you want to develop
- What options best suit you for the next step
- How involved you get in project life
- How involved you get in your local community
- Which education or employment options suit you
- What recreational activities you take part in
- When to complain, comment, or give compliments

## Your Rights

- To be treated with respect
- To be listened to
- To not be hurt physically or emotionally
- To ask for your housing, support, or care plan and risk assessment to be reviewed
- For the property you move into to be clean, tidy, and well-decorated
- To be able to ask questions
- To share your ideas on how you want services delivered
- To be treated fairly
- To complain about something you're not happy with and have it looked into
- To be safe



## What You Should Expect from Staff

Our staff code of conduct means:

- Staff act respectfully, responsibly, and professionally at all times
- Staff cannot give, receive, borrow, or lend cash or items
- Staff do not share details of their private life
- Staff maintain professional boundaries – they may be friendly but will not form social friendships
- You do not visit staff members' homes

If you see staff not following these rules, please inform the manager or report it as explained later in this handbook.

# SUPPORTING YOU THROUGH KEY-WORKING

Key working is one of the main ways we support you at Langley. The more you invest in it, the more you'll get out of it!

- Weekly contact will be maintained for the length of the tenant's stay. This can be on-site or via phone/online to ensure consistent support. Extra sessions can be arranged if needed
- Your key worker: Assigned to you for consistent support
- Housing Needs Assessment: Reviewed regularly as part of key working
- Goal setting: We'll help you set achievable goals in your housing, support, or care plan
- Reviews: You can request a review of your plan or risk assessment anytime
- Copies: You can have a copy of your plan whenever you want
- Your voice matters: You'll be involved in creating and reviewing your plan

## Getting Involved

Your feedback shapes how we work and helps improve services. You can:

- Join house/resident meetings (fortnightly or monthly)
- Become a house representative
- Help with Health & Safety checks
- Take part in staff recruitment
- Attend the National Consultative Group
- Complete our annual Client Your Opinion (Satisfaction) Survey

Your input also helps when planning services

## Chaplains

Chaplains visit regularly to offer spiritual support if you want it:

- Ask questions about faith or life
- Connect with local churches
- Access chaplains or faith representatives from other religions

Just let your key worker or staff know if you'd like this support.

# ENDING YOUR STAY

## Moving Out

When you move out—whether by pre-arrangement, notice to quit, or eviction—you must:

- Hand in your keys
- Clean your room and remove all belongings before your notice expires
- Leave the property and all fixtures and fittings in reasonable condition

## Ending Your Licence (Your Choice)

You can choose to end your licence at any time. To do this, you must give **28 days' notice in writing**.



## When We May End Your Licence

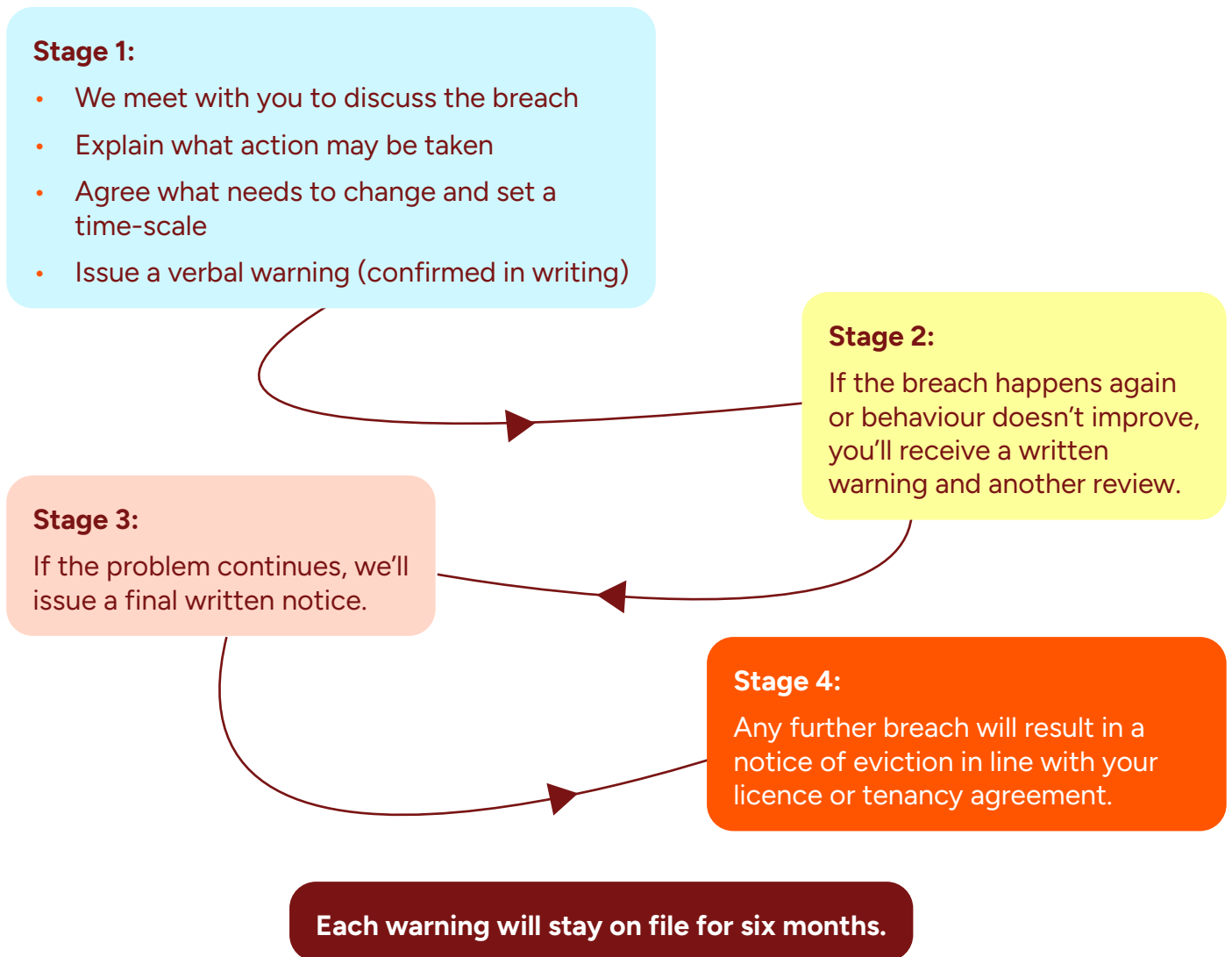
We may give you notice if:

- You breach your licence or tenancy conditions
- You fail to pay your rent
- You haven't lived at the property for more than 7 days
- You cause serious nuisance, disruption, or violent behaviour
- You are recalled to prison or sentenced
- You bring or consume alcohol or drugs on-site
- You break the house rules



# Warnings System

If you breach your licence conditions, we may issue warnings in four stages:



## Immediate Eviction

If you cause serious nuisance, violent behaviour, or are recalled to prison, we may ask you to leave immediately.

## Abandonment

If you haven't occupied your property for 7 days and we believe you won't return, we will issue a Notice to Quit.

# ABUSE OR HARASSMENT

We condemn all forms of abuse and harassment and will do everything we can to prevent them. Abuse can be:

- Physical
- Sexual
- Emotional
- Psychological
- Financial
- Neglect

If you feel you have been abused or know someone who has, speak to a staff member immediately. We will respect your wishes where possible, but sometimes we must act to protect others from harm.

## What Action Will We Take if Abuse Occurs?

We will consider:

- How serious the abuse is
- How it affects you
- What action will work best
- What evidence is available
- What resources we have

## How We Will Support You

- Make sure you don't suffer further abuse
- Provide emotional support
- Ensure your safety and security
- Give you an advocate to speak on your behalf
- Help you access extra advice and support from external agencies

# EQUALITY, DIVERSITY & INCLUSION AT LANGLEY

At Langley, we believe everyone is made in God's image and has intrinsic value. We celebrate individuality and difference, and we are committed to creating an environment where everyone feels respected, safe, and included.

## Our Commitment

- Everyone is treated with respect and fairness
- No one will be disadvantaged or discriminated against because of who they are
- We work only with partners and contractors who share our commitment to equality and inclusion
- We actively educate staff, volunteers, and clients to prevent discrimination, harassment, or victimisation
- We take prompt action to address harassment or discrimination
- We involve clients and staff in planning services and developing policies
- We recruit and promote staff based on skills and experience, not personal characteristics
- We carry out Equality Impact Assessments when planning services and policies
- We promote a sense of belonging for everyone

## Protected Characteristics (Equality Act 2010)

We will never discriminate based on:

1. Age
2. Gender Reassignment
3. Pregnancy & Maternity
4. Religion or Belief
5. Sexual Orientation
6. Disability
7. Marriage & Civil Partnership
8. Race
9. Sex



## Harassment & Discrimination

- Harassment, bullying, or discrimination by staff, clients, volunteers, or contractors will not be tolerated
- Complaints will be treated confidentially, fairly, and sympathetically
- No one will be treated less favourably for making a complaint or acting as a witness
- Retaliation against anyone who complains will lead to investigation and action

## What This Means for You

You have the right to be treated fairly and with dignity

You can expect an environment free from racism, harassment, and discrimination

If you experience or witness discrimination, tell a staff member immediately. We will investigate and take action.

# CLIENT CONSULTATION and engagement

## Our Approach

At Langley, we involve clients in shaping, reviewing and improving our services at three levels:

- **Local (in your service)** – day to day opportunities to share views, help set priorities and resolve issues together, for example service meetings, comment cards, and speaking with your Support Worker or Service Manager
- **Organisation wide** – regular surveys, easy read/video updates, and feedback loops where we show you how your views are used to improve policies, repairs and service quality
- **National Consultative Group (NCG)** – our client participation meeting for representatives from services across Langley. NCG gives you a strong voice, includes a client co chair, and features a scrutiny item where clients choose topics they want to understand better (e.g., repairs, staffing, safety)

## What the NCG Does

NCG is where clients and leaders meet to listen, learn and act together.

### NCG Is:

- **Client led and co chaired** – a client co chairs with a senior leader to ensure discussions stay grounded in your experience
- **Focused on scrutiny chosen by clients** – each meeting includes a “scrutiny” agenda item on a topic you select (for example repairs performance, staffing consistency, or safety and compliance)
- **Connected to real world improvements** – your NCG feedback has driven changes such as:
  - Improvements to how repairs are handled
  - Reduced use of agency staff so you see more consistent, familiar faces
  - More opportunities to use your own skills in your home (e.g., decorating with permission and a risk assessment)
- **Transparent** – we share results from the Your Opinion survey and explain how money is spent (directors’ strategy and funding breakdowns), including via videos and prep guides circulated to services.

## How Your Voice is Heard and Acted On

We use multiple routes to collect and act on feedback:

- **NCG meetings** – your representatives raise issues and agree actions, with updates provided back to services.
- **Client surveys** – annual “You Opinion” survey results are reported and discussed at NCG to prioritise improvements.

- **Complaints and lessons learnt** – we’ve made it easier to raise concerns; outcomes and learning points are reviewed by a “lessons learnt” panel and fed into NCG and service improvements
- **Videos and portal updates** – organisation wide updates (e.g., directors’ strategy, survey explainer) are shared to keep everyone informed

## “You Said, We Did”

Examples of changes already delivered in response to client feedback:

- **Repairs:** clearer tracking and improvements to responsiveness for shared areas and individual rooms
- **Staff consistency:** less reliance on agency staff to strengthen relationships and continuity
- **Client led activities:** more scope to use your own skills in your home (e.g., decorating with permission and a risk assessment)
- **Trauma informed support:** refresher training and a trauma informed approach to ensure support is safe, respectful and at your pace

## How To Get Involved

There are several simple ways to take part:

- **Be your service’s NCG representative** – speak to your Support Worker or Service Manager about joining NCG. We’ll help with the practicalities so you can participate
- **Join local client meetings** – share ideas and help set priorities in your service
- **Use comment cards** – quick ways to tell us what’s working well and what needs to change
- **Email feedback** – send views to [feedback@langleytrust.org](mailto:feedback@langleytrust.org)
- **Contact the Housing Team** – [HousingTeam@langleytrust.org](mailto:HousingTeam@langleytrust.org) | 02476 587362



# COMPLAINTS, COMPLIMENTS AND SUGGESTIONS

We hope you won't have any cause for complaint during your time at Langley. But if you do, we want the process to be easy and clear.

## How To Make A Complaint:

- Speak to your key worker or local manager
- Fill out a feedback form and pop it in the box
- Email: [feedback@langleytrust.org](mailto:feedback@langleytrust.org)
- Call: 03330 035025 (option 2)
- Write to: Feedback (Housing Team), Langley Trust, PO Box 6364, Coventry, CV6 9LL

## Need help?

You can get support from an independent advocate at any stage. Just ask us.

## Complaint Stages

### Stage 1:

- Acknowledge within 5 working days
- Full response within 10 working days
- If more time is needed, we'll explain why and give a new date (max. 10 extra days).

### Stage 2:

- Acknowledge within 5 working days
- Final response within 20 working days
- Extensions allowed (max. 20 extra days) with explanation.



If you're still unhappy after Stage 2, you can escalate to the Housing Ombudsman or Care Quality Commission. Details on the next page.

## Housing Ombudsman:

Tel - 0300 111 3000

Website - [www.housing-ombudsman.org.uk](http://www.housing-ombudsman.org.uk)

Address - Housing Ombudsman Service,  
PO Box 1484, Unit D, Preston, PR2 0ET

## CQC:

Tel - 03000 616161

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

Address - Care Quality Commission, Citygate,  
Gallowgate, Newcastle upon Tyne, NE1 4PA

**Housing**  
Ombudsman Service



## Compliments

If you're happy with the service, let us know!

- Speak to your key worker or local manager
- Fill out a feedback form
- Email - [feedback@langleytrust.org](mailto:feedback@langleytrust.org)
- Call - 03330 035025 (option 2)
- Write to: Feedback (Housing Team), Langley Trust,  
PO Box 6364, Coventry, CV6 9LL

Your compliments help us celebrate good practice and encourage staff to keep providing excellent service.

# MOVING ON

Your key worker will start talking about move-on plans from the very beginning of your stay. Planning early helps make sure you're ready when the time comes.

## Why Planning Matters:

Moving on successfully takes preparation. We'll work with you to make sure your next step is realistic and positive.

## How We Support You

- **Early planning:** We start discussing your next steps as soon as you arrive
- **Regular reviews:** Your move-on plan is checked during key-work sessions
- **Practical help:** We'll talk about suitable accommodation and how to apply
- **Financial support:** We'll help you look at grants and budgeting for your new home
- **Realistic goals:** We'll help you understand challenges and prepare for them together

## Move-On Guides

We use two helpful guides during key-work sessions:

- **Planning Guide to Move On** - Helps you look at your income, spending, and what you'll need for your new home. It's all about budgeting and prioritising essentials
- **Finding Your Next Home** - Shows you how to choose the right property, what paperwork you'll need, and how to prepare for viewings

These guides make sure your plans are realistic and based on your actual needs, so you feel confident about moving on.

## How Long Can You Stay?

- Maximum stay: Up to 30 months (2½ years)
- If you're in a hostel, the goal is to move you into Langley dispersed Shared Supported housing within 12 months so you don't feel stuck



# WHAT'S NEXT?

The next section of this handbook covers the support and stages of support you can expect during your stay.

## Your Journey to Independence

Life at Langley is a journey of growth. The time-scales shown are indicative and may vary depending on your individual needs. Here's what it may look like:

### Phase 1: Finding Stability (Months 0–6)

When you first arrive, the focus is on creating safety and trust. You'll meet your key worker and build your support plan together. This is the time to settle in, register with a GP, and start any health or recovery support you need.

We'll gently introduce life skills like budgeting and cooking, and begin looking at ways to move forward positively. This stage is about calming the storm and laying strong foundations.

### Phase 2: Building Skills & Routine (Months 6–12)

As you settle, we help you create structure and confidence. You'll start using weekly planners, learn how to manage tenancy responsibilities, and join workshops in cooking, budgeting, and digital skills.

Recovery programmes and volunteering or training opportunities open new doors. Over time, routines take root and life feels more predictable.

### Phase 3: Preparing for Independence (Months 12–18)

Now the focus shifts to your next home and future plans. You'll show you can manage a tenancy with less support, keep up with education or work, and build positive social networks.

Together, we'll create a move-on plan, explore housing options, and strengthen budgeting skills. This stage is about proving to yourself that you're ready for the next step.

### Phase 4: Moving On (Months 18–30)

Finally, it's time to move into your own place. We'll help secure suitable accommodation and put a support plan in place so you're not alone. You'll review your progress, set new goals, and complete an exit plan with crisis contacts.

Tools like "Finding Your Next Home" and other move-on guides will help you prepare for the practical steps of moving. Education, training, or recovery strategies continue, and progress is tracked using tools like the Outcomes Star. On your first day in your new home, you'll complete a workbook that celebrates your achievement and marks the start of a new chapter.

## Key-Working and Reviews at Every Stage

Throughout your journey, you'll have regular key-work sessions to set SMART goals (Specific, Measurable, Achievable, Relevant, Time-bound) and review progress. Where needed, multi-agency reviews will make sure everyone involved in your support is working together. You'll also complete self-assessments, giving you ownership and helping you reflect on how far you've come.

This story of life at Langley is one of growth and transformation. It begins with stabilisation, moves through skill building, prepares for independence, and culminates in the transition to a new home. Each step is designed to help people not only achieve independence but also thrive, with the right support, tools, and encouragement along the way.



# CONFIDENTIALITY and DATA PROTECTION

Your privacy matters to us. Here's what you can expect:

- **Safe storage:** All information we hold about you will be stored securely
- **No sharing without consent:** We won't share your information with anyone unless:
  - You agree
  - We have serious concerns about your safety or someone else's
- **Secure disposal:** When we no longer need your information, we'll destroy it safely



## Need This Handbook in Another Format?

We can provide it in Braille, large print, or a different language.

Call 03330 035025 (option 8) or email [HousingTeam@langleytrust.org](mailto:HousingTeam@langleytrust.org).

Langley Trust is an innovative Christian charity that provides specialist housing, programmes and support services in the community, and targeted advice in prisons, for offenders seeking to live crime-free. Since 1958 we have earned an enviable reputation for reducing re-offending with proven results.

Regardless of a person's history, our passion is to change every life for the better, working with people of all faiths and none.

**INVESTORS IN PEOPLE**  
We invest in people Platinum





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