

COVID-19 Revised Support Plan



Following recent changes to the Government guidelines, Axis have introduced a range of measures that will allow the controlled reinstatement of services for both existing tenants and those referring in to the service. The safety of both staff and service users is at the forefront of our revised procedures and will remain under review over the coming weeks and months to ensure we remain compliant to the Government's guidelines.

Please read the following carefully and should you have any concerns or questions, please do not hesitate to contact a member of the senior management team.



Interviews

Interviews will be conducted by Axis Senior Management Team (SMT) outdoors at 2M distance either in AP grounds or an outdoor space convenient to the Probation Client which satisfies Government distancing rules and meets confidentiality considerations.

Once accepted and a suitable vacant property is identified, addresses will be given to the PO/PPU officer for approval electronically as usual.



Property Viewing

Property viewings will be conducted by an Axis Support Worker (SW) at 2M distance. The Service User (SU) will be required to make their own way to property as Axis staff will not be available to transport in cars. The SW will unlock the door and wait outside whilst the SU looks around property then leaves. Questions can be discussed at 2M distance and the SW will lock up when SU has left.



Acceptance

Once move in is confirmed by SMT, all paperwork including Licence To Occupy, Housing Benefit, Authority To Disclose, will be emailed to the AP / Probation Officer electronically. These will require signing by the SU and returning to Axis SL by email. Axis will then pass on to the relevant organisation as required. Those not in APs will meet with SMT as per the Interview procedure to sign paperwork in accordance with PPE and distancing measures.

COVID-19 Revised Support Plan



Accommodation Move-In

The SU will be required to make their own way to the property on the day, bringing their own personal belongings. No lifts or removal of personal belongings in Axis SL staff vehicles will be available to ensure the safety of both staff and the SU.



Boilers / Utility Meters / Property Check

Axis will continue to check the property on the day prior to move in and meters will be topped up with initial credit at Axis SL expense to ensure all gas / electrical appliances are working on the date of move in.



Induction

Keys will be placed in the door by SW as they meet SU at 2M distance, as per viewing, on day of move in. SWs will give induction information without entering the property and arrange a food parcel if needed. SW will contact the relevant Utility Company to arrange change of names and SU Authority to be registered on their account by phone or email to avoid sharing mobile phones. If this is not possible then utilities will remain in Axis SL name and SUs will top up with existing keys until this can be updated. If utilities are on a Bill then meter readings will be given by SW over the phone and the tenant information updated when possible.



Support Services

SW will advise new SUs about any available support in the community along with their usual support services and refer those with health or well being issues to Government initiatives where possible.

Staff will attend the SU's premises, knock and stand back 2M. If the SU is present, Support Workers will remain outside and at 2M distance. If SU not present then staff will put pre-printed Notices requesting urgent contact through letter box.

Due to potential privacy issues, the visit will be kept as brief as possible with the focus being on 'welfare checks'. Any support issues of a personal nature will continue to be discussed over the phone.

COVID-19 Revised Support Plan



SWs will revert to support by phone contact at the earliest appropriate opportunity to further reduce risks of transfer of virus.

SWs will re-enforce the Government advice on social distancing and self isolation as well as how to report any symptoms to health services correctly to get the help they may need if they become ill.

From The Senior Management Team

We would like to thank you in advance for your cooperation and understanding during these uncertain times. We are making every effort to ensure that current Service Users continue to be supported whilst remaining safe and that those requiring accommodation are dealt with as quickly and appropriately as possible.

If you have any concerns or questions about the information above, please contact a member of the Senior Management Team on any of the contact numbers below and we will be happy to discuss them with you.

Jackie Flynn – 07754 043338

Phil Atkinson - 07754 043341

Dave Jowitt - 07754 043353