



YMCA Lincolnshire Outreach Project

Resident Information Summary

Welcome to the YMCA Lincolnshire Outreach Project.

Our Outreach service provides supported accommodation for people who are preparing to move towards independent living. We aim to provide a safe, supportive and respectful environment where residents can continue to build confidence, stability and the skills needed to manage their own tenancy in the future.

What You Can Expect From Us

We will:

- Treat you with dignity, respect and fairness at all times
- Provide a safe and supportive living environment
- Allocate you a Case Worker who will support you throughout your stay
- Meet with you regularly to discuss your goals, support needs and move-on plans
- Help you access health services, specialist support and other local agencies where needed
- Work with you to develop the skills needed for independent living
- Carry out regular health and safety and property checks to help maintain a good standard of accommodation
- Support you to move on to suitable long-term accommodation when you are ready

Within your first 7 days, we will work with you to complete:

- A support plan
- A risk assessment
- A Personal Emergency Evacuation Plan (PEEP)
- A move-on plan

What We Expect From You

As a resident of YMCA Outreach, you are expected to:

- Follow your licence agreement and house rules
- Treat other residents, staff, volunteers, contractors and visitors with respect
- Keep your room and shared areas clean and tidy
- Work positively with your Case Worker and attend support sessions
- Take part in planning your move towards independent living

- Respect your neighbours and the local community
- Report repairs, safety concerns, or problems to staff
- Not smoke or use illegal substances inside the property or garden areas
- Pay your rent and service charges

Serious incidents or repeated breaches of the licence agreement may result in further action being taken which may result in you being asked to leave your accommodation.

Working Together

We want residents to succeed and move on positively. The best outcomes happen when residents engage with support, communicate openly with staff and work collaboratively towards their goals.

If your support needs change and you require a higher level of care or specialist support, we will work with you and other services to help identify the most appropriate accommodation or support option.

Our aim is to help you build the confidence and skills needed to live independently and maintain long-term stable accommodation.

YMCA Lincolnshire Outreach Accommodation Project

Supporting residents towards independence and long-term accommodation