



# HARMONI

people + potential

## **STATEMENT OF PURPOSE**

For

Utility Street Men's Hostel  
3-5 Utility Street  
Belfast  
Co. Antrim  
BT12 5JS

Telephone: 02890321132



## Introduction

**Harmoni** is an organisation with its foundations in the Donegal Road area of Belfast in 1878, supporting people who today would be described as having a physical disability. It was founded as a Christian charity growing rapidly around both Belfast and the Bangor areas. Throughout its history, it has supported a wide range of people using varying delivery models, from men's homeless hostels, schools, to workshops, to infirmary, and in the more recent past delivering residential and Nursing care.

## PHILOSOPHY OF SUPPORT

Our clients are the focus of everything we do at **Harmoni**. Our work is based on the undernoted key themes:

- ❖ That the choices of our client's matter and will be supported
- ❖ That the rights of our clients to be treated with dignity and respect will be respected.
- ❖ That our clients are empowered to make informed choices to enable a fulfilling and meaningful life based on their individual choices.
- ❖ An understanding of our client's strengths and their aspirations
- ❖ That our clients (and if appropriate their family/representative) will be fully involved in developing support plans to ensure that our client's needs are understood and met.
- ❖ Building on our client's skills to live as full a life as is possible
- ❖ Encouraging and supporting our clients to participate in social activities
- ❖ Respect of each client's needs and values in matters of religion, culture, race or ethnic origin, sexual orientation, political affiliation, marital status, parenthood and disabilities or impairments.
- ❖ That our staff will have appropriate training to meet the requirements of their role
- ❖ That **Harmoni** will support each client with honesty and integrity
- ❖ That **Harmoni** will provide information on how each client can make a complaint, comment, or compliment about the service we provide.

## **Accommodation at Utility Street Hostel**

The hostel consists of 59 single bedrooms, with shared bathroom facilities. Meals are provided for, which clients pay through a service charge.

A staff team will be available on site 24/7 to provide administrative, social and practical support to all clients. A recreational room is also part of the unit to allow for community activities and functions.

### **ADMISSION CRITERIA:**

- Male.
- Aged 18 and over (no upper limit).
- Requiring short to medium term only.
- Who can pay the initial service charge (may be waived by Management until next benefit payment).
- Who can provide ID and proof of income (within the first, 7 days)

### **The hostel cannot accept:**

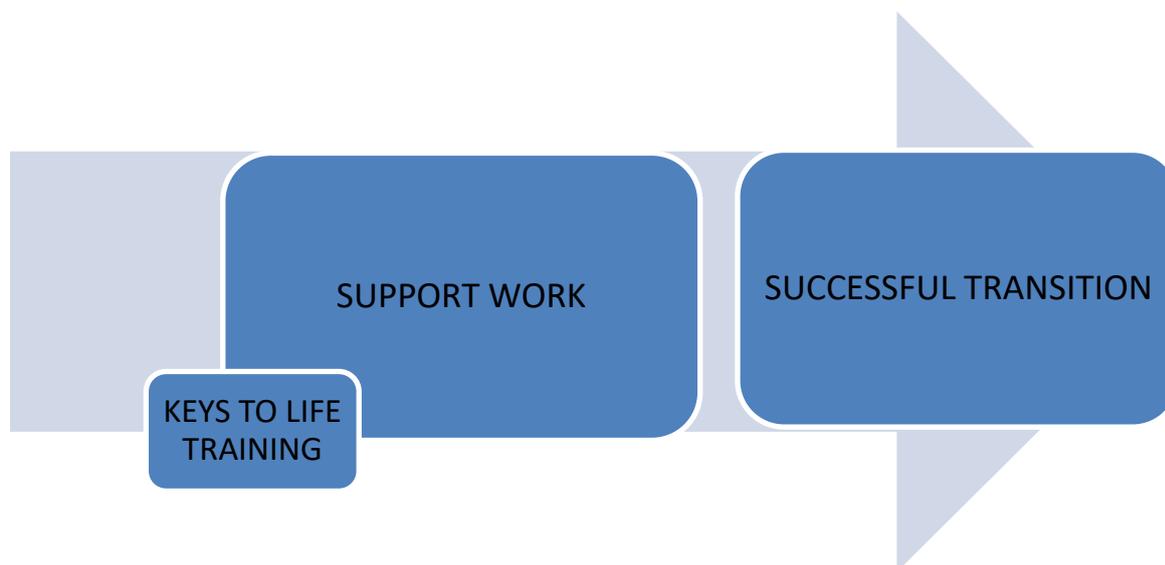
- Female
- Someone under 18.
- Known and historic sex offenders, those under charge of a sexual offence or those under police investigation for sexual offences
- Someone with a history of high risk of arson.
- Those wishing a bail address involving conditions above an address
- Those who are assessed as very high need in terms of:
  - o violent behaviour,
  - o mental health requiring significant welfare checks,
  - o high level of drug/poly drug use. (HarmonI does not provide managed or safe space for drugs use)
- Those under an active threat such as could pose risk to themselves, the other clients and staff or the local community.
- Care needs

### **Referrals can be accepted from:**

Referrals are normally made via Belfast Housing Solutions Team  
With recruitment of night support staff, out of hours referrals will also be accepted.

## Profile of Service Provided

Utility Street's core aim is to successfully resettle men into independent living



**Supporting People** provides funding to **Harmoni** to provide support related services to clients. The services provided are designed to help people develop the skills and confidence necessary to live independently without support, or to maintain independent living with on-going support. The service we provide is to 59 homeless men aged 18 years plus and is an integral part of the homeless strategy of '**Ending Homelessness Together**'.

The keys to Life program will provide support to the main body of support work to help achieve the goal of successful resettlement move-on especially in the core areas of Economic wellbeing-training and positive contribution.

[https://touch.nihe.gov.uk/northern\\_ireland\\_homelessness\\_strategy.pdf](https://touch.nihe.gov.uk/northern_ireland_homelessness_strategy.pdf)

### **To do this we will:**

1. Actively take part in the homeless strategy with integrated cooperation and partnership with other statutory and voluntary partners
2. As a key and central partner to the Housing Executive we will positively influence and shape policy
3. Strive to be a sustainable, ambitious organisation recognised for its excellence in service delivery
4. Celebrate the potential of people through a client centred approach and innovative training initiative
5. Meet outcomes as per objectives set below:

## Supporting People Outcomes Framework

All clients living in Utility Street Hostel are offered support services in conjunction with the Northern Ireland Housing Executive's 'Supporting People Programme'. Making use of the support services offered to you is part of your licence agreement. This process has already started through the initial assessment which you will have had before you were offered a room. After this meeting you will be allocated a Key Worker. Your Key Worker is a Support Worker will help you assess needs across several headings and outcomes and will then agree a support plan with you as to how this will be met. Normally support meetings are held at least weekly to discuss progress and goals.

<b>1. Improved Economic Well-being for service users</b>	Ensure all service users in receipt of all the correct benefits Ensure service users who have achieved their goal of obtaining paid employment and/or accessing desired training/education course(s)
<b>2. Increased number of people living Independently</b>	Ensure service users who have been supported to move on into independent living in a planned way (short term services)
<b>3. Being Healthy</b>	3a. Number of service users provided with support in relation to accessing primary health care and / or mental health services
<b>4. Safety &amp; Security</b>	4a. Number of service users who have been supported to get repairs, adaptations, assistive technology etc. in order to better manage / avoid loss of tenancy
<b>5. Achieving &amp; making a Positive Contribution</b>	5a. Number of service users who achieved goal of improving/enhancing their social network (e.g. improve family relationships; participating in community projects/residents groups/ volunteering etc)

## Keys to Life: Improving lives of homeless men

The keys to life program was designed to support the outcomes of 'Keys to Life' (K2L) will work with homeless men at Harmoni's Utility Street Men's Homeless Hostel Belfast to improve men's communication and social skills and equip them for permanent housing and employment.

- It will encourage homeless men to become more confident, improve their quality of life including their mental well-being and give them the knowledge and skills necessary to secure and maintain permanent housing and employment
- Individual's plans may include: improved mental and physical health; combating addictions; relationships; training, employment or volunteer placements; encouraging community citizenship; finding and maintaining permanent tenancies.

### **Programs will include:**

- WRAP Programme (Wellness Recovery Action Plan) facilitated by an expert trained and experienced in WRAP delivery.
- An in house social, sports and leisure programme (e.g. table tennis, pool, darts, cookery events) will help men develop their friendship and support networks and build self worth and self esteem.
- An arts, crafts and media programme
- A gardening
- An outings (e.g. theatre, cinema. tourist attractions, civic venues) will build friendship and support networks, foster greater self confidence and self esteem and further build and encourage community citizenship
- Individual and group workshops and one to one support on issues including: combating addiction; confidence and self esteem; finding and maintaining a permanent tenancy (with modules on issues such as personal communication skills, budgeting, menu planning); asking for help and seeking assistance; benefits and supports; employment preparation including visits to and from employers, CV writing and job search

Outcomes from the keys to Life program will then be part the key work process and meeting the main supporting people outcomes.