

# Independence & Wellbeing Support Delivery Principles



## Tailored support where it's needed most

At Great Places, we are committed to improving the lives of those living in our communities.

For many people, that can simply mean giving them access to a safe, high-quality home. For others in more complex situations, a greater level of support is needed. These individuals may be facing homelessness, navigating young parenthood, or living with physical or mental health challenges. Others may be dealing with addiction, learning difficulties, or may simply need extra support as they grow older.

That's where Independence and Wellbeing comes in – we work alongside people to understand their needs and offer the right services that will empower them to live independently and with greater confidence and stability.

# A sense of purpose

## **Independence and wellbeing are at the heart of what we do.**

These two principles shape how we design our services and guide those who deliver them.

Our aim is to help people live independently with the confidence and tools they need to manage their lives and homes. Supporting their wellbeing, be that physical, mental, social, or financial, is an important part of making that possible.

### **Independence**

Apart from enabling our customers to have a home of their own, our priority will always be to help them to become more confident, self-reliant and empowered. This can mean connecting them to the support of other services or helping them to rely on other services less.

Achieving greater independence can mean different things for different people, but for many of our customers, it means:

- Being able to secure and maintain your own home.
- Living as a valued member of the community, rather than on the street, in a hostel or in residential care.
- Having the skills and developing the confidence to be more self-reliant.
- Being able to access the community, training and job opportunities.
- Having use of the equipment/technology needed to live an independent life.

### **Wellbeing**

Wellbeing is not just about feeling good – it's about having the strength and the tools to face life's challenges, and importantly, having the confidence to make decisions that matter.

Wellbeing involves every area of life – mental, physical, social, financial and the home. More importantly, it's a significant part of achieving and sustaining independence.

# Our guiding principles

These seven actions provide a practical framework for how we work with customers every day. They help shape the way we deliver on our purpose.

1



## Finding and Sustaining the Right Home

We work collaboratively with individuals to help them find housing that meets their needs, preferences and aspirations and support them to develop the skills they need to maintain their tenancy and feel safe and secure in their home.

2



## We Nurture a Trauma-Informed Environment by Empowering Choice and Control

We understand the impact of trauma and endeavour to create safe, supportive environments that avoid re-traumatisation. We listen with empathy, offer consistent and respectful support, and empower people to make informed choices about their life to help people feel in control of their lives. We provide clear, accessible information and support people to explore their options and preferences and take the lead in shaping their support.

3



## Focusing on People's Strengths, Not Their Deficits

We recognise and build on each person's unique strengths, skills, and experiences. Our support is designed to enhance resilience, independence, and self-belief, rather than focusing solely on someone's needs.

4



## Promoting Harm Reduction

We take a non-judgemental, pragmatic approach to reduce the risks associated with behaviours such as substance misuse. We prioritise safety, dignity and wellbeing by promoting harm reduction strategies.

## Encouraging Community Integration and Leveraging Partnerships

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We support and encourage people to build strong connections with the broader community to reduce the risk of social isolation, to build confidence and wider support networks and to create opportunities for people, we utilise partnerships to build these connections and provide holistic support to our customers.

## We Do With, Not For

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We believe in working alongside people, being involved in every step of their journey to ensure that they are active participants in their own support. We offer guidance and encouragement, stepping in only when necessary and stepping back when possible to encourage independence.

## Active Engagement Approach

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We prioritise active engagement with people, offering flexible and creative ways to help build professional, trusting relationships and ensure that people feel seen, heard and valued.



# Support that works

Our Independence & Wellbeing approach has been carefully designed to bring clarity to the services we provide to those customers who need more than a home. It helps us deliver support efficiently and effectively.

It provides us with a clear sense of purpose. We want every customer to be as independent as possible, and we understand that achieving this means supporting their wellbeing in a way that's respectful, and empowering.

Our support principles give us a practical guide to follow every day. They help us stay focused on what matters most: offering the right support, in the right way and at the right time.

For more information,  
visit [www.greatplaces.org.uk/support-services](http://www.greatplaces.org.uk/support-services)

