

Better
 **Futures**



LANGSTANE

HOUSING ASSOCIATION LTD
YOUR HOME MATTERS

1. About Better Futures

Better Futures is an online system used by Langstane Housing Association to record information about you and your support. Better Futures can help you and your support worker to identify the outcomes (goals and achievements) that matter most to you. It also helps the organisation to measure the impact that they have on people's lives.



2. The Better Future Framework

The Better Future Framework has 5 sections:



Accommodation



Health



Safety and Security



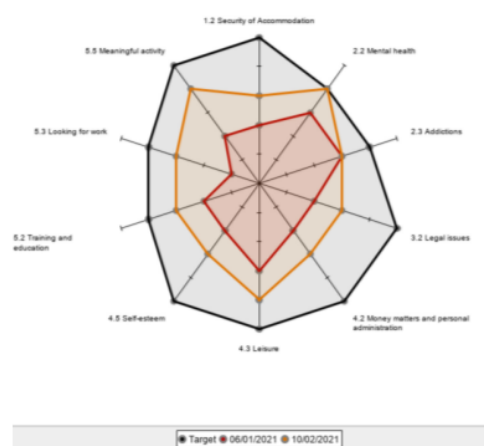
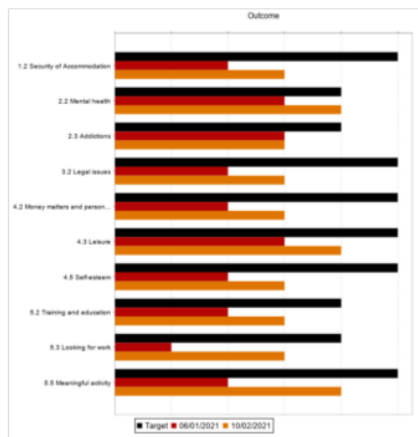
Social and
Economic Wellbeing



Employment and
Meaningful Activity

3. Your progress and goals

As you develop and review your support plan, Better Futures will build a graph with a visual representation of your progress towards your goals.



4. Getting the most from your plan

To help get the most out of your support plan start to think about your life as a whole and ask yourself:



There are lots of ways your support worker can help you and taking an active role in your personal plan and outcomes will make sure you get the best out of your support and achieve the goals that are important to you.

5. Your questions answered

5.1. What information about me will be kept by Better Futures?

The type of information recorded on Better Futures includes your name, date of birth, ethnicity and postcode as well as the level of support you require and how this changes over time. Your support worker can also upload documents and use Better Futures to keep notes about your meetings together.

5.2. Who has access to information on Better Futures?

Better Futures is an online system. This means that information is securely stored on a server in the UK. Access to the information is restricted to the organisations providing support and their staff as well as the Housing Support Enabling Unit and the supplier of the system, cdpSoft.

If you are using other services you can decide whether or not to allow those services to have access to the information recorded on Better Futures. You can discuss this with your support worker. Some information is anonymised and put into reports which are available for local authorities to see. This is because they act as funders of many housing support services.

5.3. Can I see the information recorded about me on Better Futures?

Yes, you can ask your support worker for a copy of the information recorded about you.

Some organisations can also set you up with your own login to see your record. Using your own login, you can see your own record, add notes and send messages to your support worker.

6. Contact

www.ccpscotland.org/hseu

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