

Housing Support

Request for Housing Support



Request for Housing Support

This leaflet was produced in consultation
with the Service User Focus Group.

Housing Support Team

Telephone: 08446 601111

Mini-com: 01507 329555

Website: www.e-lindsey.gov.uk

Email: housingsupport@e-lindsey.gov.uk

If you would like this information in another language, large print or Braille please contact East Lindsey District Council

Osoby pragnące uzyskać informacje w innym języku, proszone są o zawiadomienie rady lokalnej East Lindsey (East Lindsey District Council)

如果您想要這份資料的其它語言版本，請告訴 East Lindsey 區政府。

Se desejar obter esta informação num idioma alternativo, por favor contacte o Município do Distrito de East Lindsey

Если Вы хотите получить эту информацию на каком-либо другом языке, пожалуйста, сообщите об этом в Районный Совет Восточного Линдси

Our aim is to help you by offering support, advice and guidance to manage your housing related problems and also to realise and achieve your personal goals.

East Lindsey District Council Housing Support Service

The Housing Support Team work in imaginative ways to address the effects of homelessness and poor housing on individuals and families. Homelessness can be caused by a lack of affordable housing or by people's difficulty in making and keeping a home. Homelessness and living in poor housing can lead to misery and bad health. Feelings of isolation, depression and low self-esteem can increase the chances of domestic violence, drug or alcohol abuse, child behaviour problems, offending and debt. Some help at the right time can make a big difference. Building trust is the key and the service is offered to people in all tenures as well as those with no address.

The East Lindsey District Council team are unable to support you if you are receiving another housing support service funded by supporting people. (If you are unsure please ring us to discuss.)

Who can we help?

Housing Support is available to vulnerable people who are:

- Homeless or in a housing crisis.
- Struggling to cope with their housing situation and therefore could become homeless.

What can the Housing Support Team help with?

The Housing Support Team can help by listening carefully to you; talking with you about your individual needs and planning the support you need to deal with problems.

Some of the things we can provide support and guidance with include:

- Accessing accommodation by working with Housing Advice Team.
- Setting up a new home/furnishings etc.
- Getting gas, water and electric connected or changing suppliers.
- Claiming housing and council tax benefits.
- Getting community care grants and loans for furniture.
- Budgeting, shopping and sorting out bills.
- Advice on home, personal safety and security.
- Developing domestic/life skills, emotional support and advice.
- Finding colleges, training agencies or employment opportunities.
- Accessing interpreters and English as a foreign language course.
- Finding specific religious and cultural groups.

What the Housing Support Team cannot help with

The Team will tackle almost anything, however there are some tasks that we cannot provide support with which include:

- Specialist counselling on issues such as bereavement, drug and alcohol misuse, abusive relationships.
- Regular and on-going cleaning services within your home.
- Cooking meals, ironing, washing etc on your behalf.
- Assistance with personal care, nursing duties.
- Administering medication.

If you do need help with any of these we will be able to refer you to people who can help.

How can I apply for Housing Support?

Any individual or agency, on behalf of an individual, can apply for the service by:

- Completing and returning the form on the tear off portion of this leaflet; or
- Contacting the Housing Support Team on 01754 897400 or 01507 601111; or contact the nearest council office which are situated in Skegness, Louth, Mablethorpe, Horncastle or Spilsby. Mini-com is available on 01507 329555; or
- Contact your Housing Advice Officer.

East Lindsey District Council operates an Equal Opportunity Policy, which you can find in the Welcome to Housing Support Pack.

The Housing Support Process

STEP 1

Apply for Housing Support by completing the 'Request for Housing Support' form attached or asking your key worker to refer you.

STEP 2

A letter will be sent to confirm that we have received your request and to inform you whether there is a waiting list for housing support.

STEP 3

A Support Worker will contact you to arrange an initial meeting in order to complete a 'Needs and Risks Assessment' form.

STEP 4

The Needs and Risk Assessment form will help the team to decide whether our service is the right one for you. If not appropriate this will be confirmed in writing.

STEP 5

If support is required from the Needs and Risk Assessment form a support/action plan will be developed. This shows how we will tackle your problems together.

STEP 6

Support Reviews, these are to see how things are going. They identify what you have achieved so far and what still needs to be done or that support can finish. There may be a number of these during support and you can request one at any time.

STEP 7

Once support has ended you can re-access the service if required by completing a new Request for Housing Support form.

We look forward to working with you!

Request for Housing Support

Name:

Date of birth:

 / /

National Insurance Number:

Address (or 'care of' address, if homeless this can be an area office or DWP):

Contact telephone number

Home:

Mobile:

The Housing Support Team can help with the following things. Please tick the boxes that correspond to the tasks that you feel you need help with.

- Help to develop skills to access accommodation
- Setting up a new home / furnishings etc
- Getting gas, water and electric connected or changing suppliers
- Claiming housing and council tax benefits
- Getting community care grants and loans for furniture
- Budgeting, shopping and sorting bills out
- Advice on home, personal safety and security
- Developing domestic / life skills, emotional support and advice
- Finding colleges, training agencies or employment opportunities
- Accessing interpreters and English as a foreign language course
- Finding specific religious and cultural groups

For office use only

Any other reason for request or things you need help with:

Would you prefer a male/female support worker? (This request may not always be possible)

- No preference
 Male Female

In the interest of the health of the Support Workers we would appreciate it if you did not smoke while they were visiting you. If you do smoke would you be happy to not smoke while the Support Worker visited you?

- Yes No

Your information will be processed in accordance with the law, in particular the Data Protection Act, 1998. The information that you provide will only be used for Council purposes unless there is a legal authority to do otherwise.

Risk Assessment

The safety of both the Support Workers and the Service Users is important to East Lindsey District council. We operate a zero tolerance policy to violence and aggression. We will not do home visits to anyone under the influence of alcohol or substances. In order to assist the Support Team in delivering a safe service, please take time to complete the form overleaf with as much information as possible. This will not restrict your access to support, but will enable the team to offer the most appropriate service.

Request for Housing Support

Information required before support can start

If you have any difficulties with this form, please ask for assistance. If needed, please use a separate sheet for additional information.

Is there likely to be in your home at any time a person with an unspent criminal conviction?

Yes No If Yes, please give details:

Is there likely to be at any time in or around your home a person with a history of violence to others or to him/herself?

Yes No If Yes, please give details:

Is there likely to be at any time an animal in or around your home that could present a danger to a visitor?

Yes No If Yes, please give details:

Is there likely to be at any time a person in your home who has a learning disability/difficulty? e.g. Asperger's Syndrome or difficulties reading and writing?

Yes No If Yes, please give details:

Is there likely to be at any time a person in your home who has any mental illness? e.g. anxiety, depression.

Yes No If Yes, please give details:

Is there anyone within the household with a physical disability? e.g. problems with mobility.

Yes No If Yes, please give details:

Is there anyone within the household who has hearing/sight difficulties? e.g. may not hear the door bell.

Yes No If Yes, please give details:

Is there likely to be at any time within your home a victim of domestic violence? e.g. would prefer to be contacted elsewhere.

Yes No If Yes, please give details:

Is there anything a Support Worker should be aware of before he/she visits?

Yes No If Yes, please give details:

Are there any other agencies helping you?

Yes No If Yes, please give agency name and key worker:

Agency Address:

Contact Number:

Service user declaration

I confirm that all information given in this form is correct and understand that the Housing Support Team may contact other involved agencies for additional information.

Signature:

Date:

Requesting a Review of a Decision (asking for a decision to be looked at again)

If you disagree with a decision made by the Housing Support Team with regard to your eligibility for housing support, the level of service provided or support ending, you can request a review of the decision. If you have an agency key worker or carer they can request the review on your behalf.

To request a review you need to complete the 'request a review' form and include the reason why you would like the review and information that you think will help. To obtain a copy of the form please call us on 01507 601111 and ask for a form to be sent out to you, or alternatively you can ask for one at an area office. This form must be completed and returned within 21 working days of the decision being made to the Housing Support Team.

The review is carried out by an external agency and all information provided for the review will be treated as confidential. The review decision will be made within 28 days of us receiving the request and a letter informing you of the decision will be sent.

Comments, Compliments and Complaints

The Housing Support Team welcome any Comments, Compliments and Complaints (CCC) you have about the service we provide as we think this is the best way to improve our service. To make a comment, either positive or negative, about our service please use the CCC card that you can get from one of the support workers in your Welcome Pack or use the Corporate Feedback Procedure. There is a copy of this too in your Welcome Pack or available in Customer Service Centres. If you prefer to, you can email: feedback@e-lindsey.gov.uk. Complaints

that we receive will be recorded and investigated; you will receive a written response to the complaint within 10 days.

If you would like help to make a complaint about the support service we can arrange an advocate to speak on your behalf. This may be a friend, key worker or someone from a local voluntary organisation for example the CAB.

Any comments or complaints you make will not affect the support you receive or any future applications you make for housing support or social housing.

Contacting the Housing Support Team

The 'Request for Housing Support' form should be sent to:

Housing Support, Environmental Services, East Lindsey District Council, Tedder Hall, Manby Park, Louth, Lincolnshire LN11 8UP

This is also the address to send a request for a review of a decision and any comments, compliments or complaints.

If you would like to speak to a member of the Housing Support Team for advice or more information on the service, please call us on 01507 601111 extension 472.

We look forward to working with you!

This service is funded through the 'Supporting People Programme', in the Department for Communities and Local Government, offering vulnerable people a stable environment, which enables greater independence. Through working with local government, service users and support agencies, it promotes housing-related solutions which complement available care services and support independent living.



Request for Housing Support

Housing Support, Tedder Hall, Manby Park, Louth, Lincolnshire LN11 8UP

T: 08446 601111 - Mini-com: 01507 329555

Email: housingsupport@e-lindsey.gov.uk

www.e-lindsey.gov.uk