

Support service review

Part of the requirement from Supporting People is for us to regularly review your support needs. We will also contact you to discuss your views on the service we provide, this helps us to continue improving our service and maintain the highest possible standards.



If you require this information leaflet in Braille, large print or audio format please call (01432) 384011

Minicom users number (01432) 378487

Russian

Это важная информация об услугах домашнего ухода и поддержки (Housing Support Services). Если вы желаете получить её перевод, пожалуйста, звоните: 01432 384011.

Polish

Są to ważne informacje dotyczące opieki mieszkaniowej. Tłumaczenie tych informacji zamówić można pod numerem tel. 01432 384011.

Portuguese

Estas são importantes informações sobre os Serviços de Apoio para Acomodação. Se desejar que as informações sejam traduzidas para você, ligue para: 01432 384011.

How to contact us

You can contact us directly or we accept referrals from your GP, Social Worker or other health workers as well as family members.

You can complete the enclosed form and return it to us at:

Housing Support Services Manager
32 Disraeli Court
Hereford
HR4 9YJ

Telephone us on 01432 361082

Or call into one of our offices for further information.

Head Office:

Legion Way, Hereford, HR1 1LN.

Central telephone: (01432) 384000

Central fax: (01432) 384198

Email: info@hhl.org.uk

City Centre Office:

One-Stop Shop, 84-86 Widemarsh Street, Hereford, HR4 9HG.

Telephone: (01432) 346070 Fax: (01432) 346089

South Wye Office:

Jubilee Court Community Facility, Kilvert Road,
Newton Farm, Hereford, HR2 7FE.

Telephone: (01432) 346091 Fax: (01432) 379260

www.hhl.org.uk

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herefordshire
HOUSING

Housing Support Services Supporting People to Reach Their Full Potential

Delivering
quality housing
services to diverse
communities

HSS/10/08

Housing Support Services

Supporting People to Reach Their Full Potential

Introduction

Herefordshire Housing Ltd is a social landlord, owning approximately 5,400 homes in Herefordshire. We are a registered charity whose mission is to deliver quality housing services to diverse communities.

We aim to improve the quality of life in our communities and neighbourhoods and to increase access to care and support for vulnerable customers

Herefordshire Housing has a dedicated Floating Support Service who aim to support people to live a full independent life in their own home.

The support is tailored to meet the needs of the individual whilst adhering to set Supporting People criteria.

Who will we support

We are a free service to all older persons and vulnerable disabled people who have a recognised support need. We are funded by Supporting People whether our customers are a Herefordshire Housing tenant or not. [In line with the Herefordshire Supporting People Partnerships eligibility criteria]

What we will do

- Promote confidence to perform daily living tasks to enable sustainment of your home.
- Support you to access money advice services and maintain financial independence

- Support you to access social / cultural and leisure facilities / activities
- Support you to access employment / career / educational or volunteering opportunities
- Support you to maintain physical health (i.e. support you with healthy eating)
- Support you to address relationship issues with neighbours
- Support you to access drug and alcohol services
- Support you to access primary healthcare service.
- Support you to access statutory learning disability / mental health / physical disability and sensory disability and older people services.
- Support you to try and access occupational health services and access equipment and adaptation services
- Support you to maintain health and hygiene within your home by accessing non statutory care services.
- Support you to access transport services
- Signpost or give you information regarding identifying and managing risk
- Support you to maintain life skills according to physical and mental changes
- Support you to be involved with local decision making
- Support you to access advocacy and legal services
- Support you to address specific issues regarding equality and diversity issues
- Support you with issues that may cause threat to gaining or maintaining a tenancy.

What happens next?

- You or a representative should contact us directly either by phone or by completing and returning a referral form (contact details are overleaf)
- We will contact you within 10 working days of your referral being received to complete an initial assessment

- Following a successful initial assessment we will arrange to complete a support plan with you, this will help us to tailor a support service that will meet your needs

How much will it cost?

- Our support service is funded by Herefordshire Council's Support People Programme which at this

time is a free service to all with a proven need

- You will be expected to meet the cost of any transport used in directly supporting you i.e. Taxis, buses etc. (This does not include our travelling time when arriving at your property or leaving)

