



*making a difference*

# HAFOD HOUSING ASSOCIATION NEED SUPPORT?



NOVEMBER 2010

# ABOUT THIS BOOKLET

This booklet explains what support services are available throughout the seven local authority areas we operate and how to access the services.

## CONTENTS

WHY SEEK SUPPORT .....	3
ARE YOU ELIGIBLE FOR SUPPORT .....	3
HOW SUPPORT CAN HELP .....	4
WHAT WILL I HAVE TO PAY .....	4
CONTACT IN BRIDGEND .....	5/6
CONTACT IN CARDIFF .....	6
CONTACT IN MERTHYR TYDFIL .....	7
CONTACT IN NEWPORT .....	7
CONTACT IN RHONDDA CYNON TAFF .....	8
CONTACT IN TORFAEN .....	8
CONTACT IN VALE OF GLAMORGAN .....	9
PERSONAL HOME CARE SERVICES .....	10
KEEPING US INFORMED .....	11
HAFOD CONTACT DETAILS .....	BACK COVER

## WHY SEEK SUPPORT?

Many people need additional help to sustain their tenancy at one time or another. If these people don't get the help they need, they could end-up losing their homes. Local authorities recognise this, and make sure support is available by financing various organisations to provide it. They do this using 'supporting people' funds.

If you are having problems with managing or maintaining your tenancy. There are a wide range of Floating Support Services throughout each local authority area that can offer practical assistance, advice and information.

## ARE YOU ELIGIBLE FOR SUPPORT?

Floating support may be able to assist tenants if their independence, lifestyle choices, quality of life, well-being and tenancy are at risk because:

- They are fleeing domestic violence
- They have learning difficulties
- They have mental health problems
- They are suffering from alcohol dependency
- They are suffering from drug dependency

- They are a Refugee
- They have physical disabilities and require support
- They are single homeless who require support or are a young person leaving care
- They are an ex-offender
- They are homeless or potentially homeless and in need of support
- They have a chronic illness including AIDS, AIDS-related conditions or who are HIV positive. support.
- They are an older person (55+) requiring generic housing related support services
- They have a brain injury
- They have a sensory impairment
- They are a person from a BME community
- They are a vulnerable single parent who requires support



## HOW SUPPORT CAN HELP?

If you are entitled to support it will be provided in your own home. These floating support services should be available in each local authority area.

The following are just some of the ways the local authority will work in partnership with other agencies to help tenants:

- Create a safe, comfortable and secure home
- Manage money and make ends meet
- Inform other people and specialist services about individual tenant needs
- Remain safe in their neighbourhoods
- Get out and about
- Build and maintain friendships
- Train, find and access a job
- Find learning and leisure opportunities
- Keep active and healthy
- Improve housing conditions and the living environment

Tenant's independence and dignity should be respected at all times. Tenants should be invited to apply for support rather than told they must have a support package.

Access to Floating Support Services is by means of "assessment of need"

Assessments will need to be carried out by either the Local Authority or the Support Agencies operating within each Local Authority area. They will identify with the tenant if they are eligible to receive support and plan with them the actions to take that may help them overcome the difficulties they are experiencing.

## WHAT WILL I HAVE TO PAY?

If you are offered floating support it will be paid for by the local authority and will not cost you anything!



## REFERRAL PROCESSES:

The availability of support packages and the referral system for Supporting People vary between each local authority.

## BRIDGEND

In Bridgend there are a number of ways to access support services, these are:

- Bridgend County Borough Council's Homelessness Section

Bridgend County Borough Council

A referral can be made to:

Homelessness Section

Bridgend County Borough Council

Civic Offices, Angel Street

Bridgend,

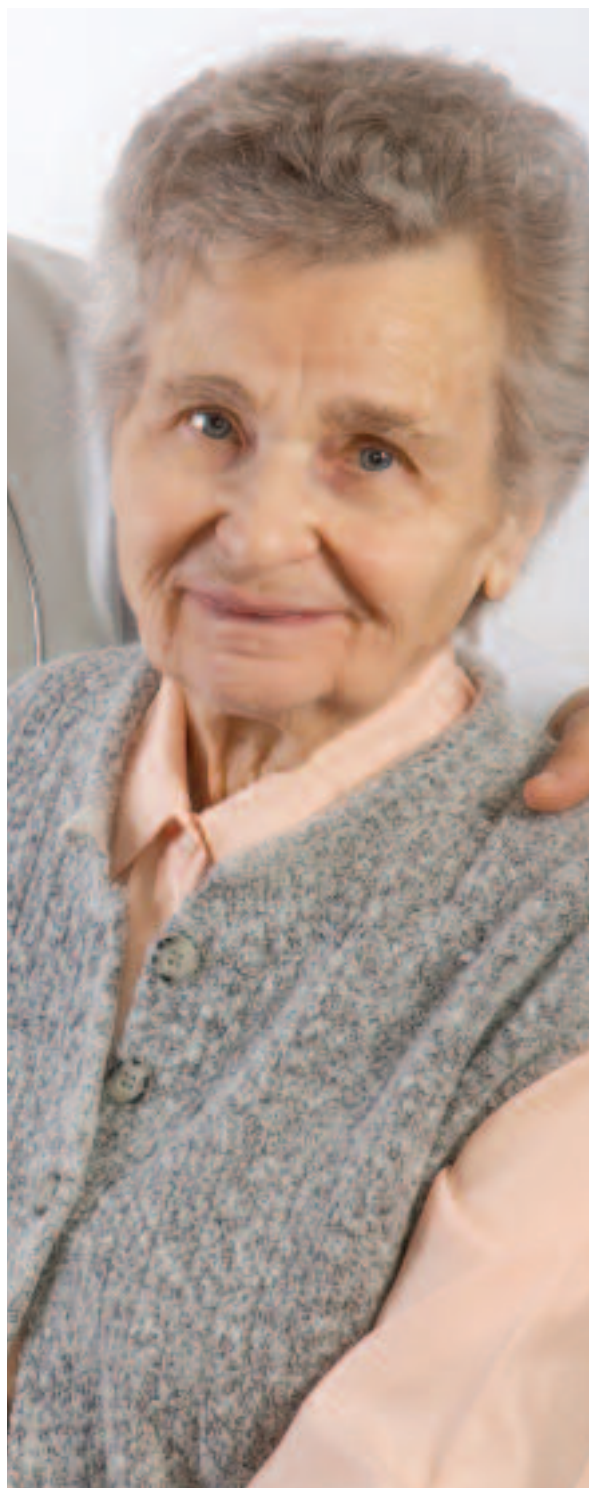
CF31 4WB

Contact - Ian Hibble Tel 01656 643502 /

Richard O'Leary Tel 01656 643551

Referral forms are available on request.

Or you can contact the support agency direct as detailed on the enclosed sheet.



## CARDIFF

Any one in need of housing related support in Cardiff can be referred to the Tenant Support Team by the association (the team will not accept direct referrals from tenants).

The Tenant Support Scheme will arrange for an assessment of support needs to be completed with the referred individual and, if it is required, a support package will be put in place to address the individual needs. The support will be provided by one of the Tenant Support Scheme's contracted Support Providers.

The Tenant Support Team can be contacted at:

Tenants Support Team  
PO BOX 349  
CF11 1BU

Tel 029 2053 7342



## MERTHYR TYDFIL

Merthyr Tydfil Supporting People Team run a centralised computer based system called MAASH (Managing Access to Adapted and Supported Housing) to refer and allocate housing related support to service users across Merthyr Tydfil.

The system is run by the Supporting People Team. The Supporting People Team can be contacted at:

Supporting People Team  
Merthyr Tydfil County Borough Council  
Ty Keir Hardie  
Avenue de Clichy  
Merthyr Tydfil  
CF46 8XE

Tel: (01685) 724630

Fax: (01685) 384868

Email: [Phil.Tipton@merthyr.gov.uk](mailto:Phil.Tipton@merthyr.gov.uk)

## NEWPORT

Newports supporting People team are unable to accept any referrals through their team. All referrals must be made directly to the support agency. Details of support agencies and their contact details in Newport are listed in a separate directory of supporting people services within Newport.

You can get a copy of this directory by contacting us on –  
029 2067 5800



## RHONDDA CYNON TAFF

Rhondda Cynon Taff operate a central referral system. The Supporting People Team can be contacted for information about all floating support needs on:

Darran Day  
Supporting People Manager  
The Supporting People Team  
Community Services  
Ty Elai  
Dinas Isaf East  
Williamstown  
Tonypandy  
CF40 1NY

01443 425465 / 01443 425587

Darran.J.Daye@rhondda-cynon-taff.gov.uk

## TORFAEN

Torfaen have their own Floating and Tenancy Support Service and all referrals are to be made through this service.

They can be contacted on:

Duncan Spencley  
Torfaen Floating Support Service  
Portland Buildings  
Commercial Street  
Pontypool  
Torfaen  
NP4 6JS

Tel - 01495 745 166

E-mail -  
TeSS@torfaenvoluntaryalliance.org

## VALE OF GLAMORGAN

There are several floating support projects in the Vale of Glamorgan. Referrals can be made directly to the support provider detailed on the enclosed sheet (subject to vacancy):



In addition, the Vale of Glamorgan Council have their own Tenants Support Scheme and can place tenants on this scheme for a period of six to eight weeks. The Council does have the flexibility to extend this period if required if they are waiting for a vacancy to appear on one of the above schemes.

Referrals to the Tenants Support Scheme can be made to:

Supporting People Team  
Civic Offices  
Holton Road  
Vale of Glamorgan  
CF63 4RU

Tel: 01446 709793

supportingpeople@  
valeofglamorgan.gov.uk

## PERSONAL CARE SERVICES

Along with highlighting the support needs of a tenant. Local Authorities provide social care services for adults who need support / care including:

- People leaving hospital
- Older People (frail)
- Older people and adult with an illness or disability
- Adults with a learning disability or mental health illness

Most people with social care needs prefer to stay in their own homes. Homecare services available include:

- Getting up or going to bed
- Getting washed or dressed
- Help with shopping, meal preparation and laundry
- Help with housework.

Tenant's independence and dignity should be respected at all times. Tenants should be invited to apply for a Home Care package rather than told they must have the package.

Access to Home Care packages are by an "assessment of need"

Assessments will need to be carried out by the Social Services Departments within each Local Authority or the. They will; identify with the tenant if they are eligible to receive a package and discuss the level of service required.

<b>Bridgend</b>	01656 642279
<b>Vale of Glamorgan</b>	01446 730402
<b>Cardiff</b>	029 2053 6444
<b>Newport</b>	01633 656656
<b>Merthyr Tydfil</b>	01685 726262
<b>Rhondda Cynon Taff</b>	01443 425755
<b>Torfaen</b>	01495 762200

## KEEPING US INFORMED

If you are accepted onto a support scheme please let us know. It is very useful for us to be able to work with your support provider to make sure there are no problems with your tenancy, or that any problems that may arise are sorted before they become serious.

We can also alter the information we hold about you to ensure that future services we provide can be tailored to your needs.



This document is available in other languages  
as well as in alternative formats on request



## CONTACT US

You can contact us by telephone, in person, by post or via our website as follows:

**Hafod Housing Association Ltd**  
1st Floor, St Hilary Court, Copthorne Way,  
Culverhouse Cross, CARDIFF, CF5 6ES

Tel: 029 2067 5800 Fax: 029 2067 2499 [enquiries@hafod.org.uk](mailto:enquiries@hafod.org.uk) [www.hafod.org.uk](http://www.hafod.org.uk)

**Hafod Housing Association**

Registered as a Charitable Housing Association under the Industrial and Provident Societies Act NO 18766R Registered with the Welsh Assembly Government NO L034 This document is available in other languages and alternative formats on request.