

Housing Support Bulletin

supportingpeople
supporting independence

**Homes for Islington**
improving housing through partnership

August 2007



Supporting People

The Housing Support Service is entirely funded by Supporting People, a central government initiative which aims to support vulnerable people to live independently. The Supporting People team closely monitor every aspect of the service, including:

- The ways in which you can be referred to the service
- How we assess your needs, and develop your support plan to meet them
- How we make sure that both tenants and Housing Support Officers are safe, and protected from harassment and abuse
- How we respond to your comments or complaints about the service

As a result of improvements made to the service over the last two years, including training for staff on the 'protection of vulnerable adults', changes to the management structure and the introduction of the new self-referral form, we are pleased to announce that Supporting People have recently awarded the service a level 'C' in the Quality Assessment Framework, which is used to rate all its support providers nationwide.

This is a real achievement, which reflects the improved service we are delivering to you. However, we are hoping to do even better next time! If you have any suggestions for how we could improve the service further, please let us know.

Self-referral forms

Do you have any friends or family members who could benefit from the service?

It's now easier than ever to get help from the Housing Support Service, with our new self-referral form. The form is available online at www.homesforislington.org.uk, at all area housing offices, and at the Home Ownership office on Isledon Road.

Simply fill it in, return it to us, and we will be in touch within 5 days. Remember to add as much detail as possible. This will help us to assess whether or not we can help.

Is your home fire-safe?

Did you know that fires in the home are the main cause of fire deaths? London Fire Brigade are currently running a campaign offering free home fire safety checks throughout Islington. This includes advice around how to be safe, prevent fire and what to do if there is a fire in your home.

They will even provide and fit a free smoke alarm, and show you how to test and maintain it. Remember - having a working smoke alarm could save your life!

For more information, or if you would like a free home fire safety check, ask your Housing Support Officer. You can also call London Fire Brigade directly on their freephone number: 08000 28 44 28.

How happy are you with the Housing Support Service?

Last October we surveyed all tenants and leaseholders who were receiving support, and asked them how satisfied they were with the service. Many thanks to those of you who took part!

We are happy to report that the results were very positive:

- 87% of you reported that you were satisfied or very satisfied with the Housing Support Service
- 78% of you felt that the support plan drawn up with your Housing Support Officer met your needs
- 88% of you said that your Housing Support Officer was easy to contact
- 81% of you said that you would use the Housing Support Service again

"This is a really good service – you must keep it going as many can benefit from it."

"I feel so much better since meeting with my Housing Support Officer. She's excellent, I really like her"

Your suggestions...

We also received some suggestions about how we could improve the service, which we are now acting on. These included:

"The service needs to be publicised. I came across it by chance and would not have benefited from it otherwise"

We are now making people aware of the service by using

Homes for Islington newsletters and website, and by introducing this bulletin for service users.

"I have had a fresh beginning since my Housing Support Officer has been assisting me"

"Sometimes the process was a little unclear"

We are in the process of producing a Housing Support leaflet, which will explain exactly what you can expect from the service.

Is the Housing Support Service meeting your needs?

If you feel that your case is not progressing, or feel that the targets you set are not being met within the timescale agreed, you can request a review of your case with your Housing Support Officer at any time. At the review you can raise any concerns you have, as well as setting any new targets that you feel are necessary.

If you are having a more serious problem with the service, you don't have to suffer in silence. All complaints we receive are taken very seriously. If you would like to make a complaint, you can request a housing support complaints form from your Housing Support Officer, or by contacting the housing support admin team on 020 7527 6761, or by email to: housing.support@homesforislington.org.uk. The form explains exactly what you can expect, and how your complaint will be dealt with.

Have your say

If you have any comments on the Housing Support Bulletin, or ideas for future issues, we want to hear from you!

You can contact us:

by email to:
housing.support@homesforislington.org.uk

by post to: Housing Support, 305 Hornsey Road, London N19 4HD.

or you can contact your Housing Support Officer.