

Housing Support Service



Homes *for*
Islington

improving housing through partnership



A service for Islington Council tenants and leaseholders who need support for independent living





What is the Housing Support Service?

- It provides short-term housing related support for vulnerable tenants and leaseholders in Islington Council properties
- It is part of Supporting People, a central government scheme that helps vulnerable people to live independently

What are the aims of the Housing Support Service?

- Give you help and support to manage your tenancy
- Work with you to identify and assess your support needs
- Work with you to devise a support plan with realistic targets and timescales
- Put you in touch with other service providers who can provide specific types of support that may be required
- Regularly review your support plan to ensure that all your support needs are met

Who can use the Housing Support Service?

All tenants and leaseholders in Islington Council properties are eligible to access this service. It can benefit people who:

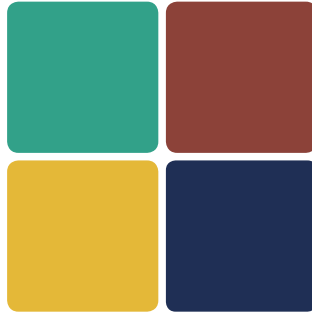
- Are living with AIDS or HIV
- Are young/leaving care and at possible risk
- Are teenage parents
- Are older and possibly vulnerable
- Have dependency problems
- Have a physical, sensory (sight or hearing), or learning disability
- Have mental health problems
- Are at risk of domestic violence

What services can we provide?

- **Referrals to specialist support services**, such as alcohol and drugs advice and treatment services, disability and mental health services, or other council departments

- **Information and advice** about local services and amenities and community groups in your area
- Ensure you receive all the **benefits** that you are entitled to by helping you with benefit applications
- Help **resolve conflicts** with neighbours, friends or family members, and give **practical advice** and support if you are experiencing **anti-social behaviour**
- **Practical assistance** with furnishing your home, home security and adaptations
- **Help with applications** for financial help (such as community care grants and budgeting loans) and referrals to community furnishing projects
- Advice on **debt management**, budgeting and rent payments
- **Resettlement support**, help setting up gas and electric, and information on obtaining grants
- Attend **important appointments** with you and,

- where possible and appropriate, attend case conferences with other involved service professionals
- Support and advice on **developing skills** to help you get paid work: identifying training, educational needs and opportunities, and organising daytime activities
- Advice and support related to **personal care** and maintaining a clean, safe home
- Help with general **life skills** to aid health and well-being
- Information and advice on **childcare resources** and **youth groups**
- Help in **establishing and maintaining relationships** with family and friends, to maximise opportunities and play a full role in the community
- Ensure that **cultural and religious** needs are met and respected, and help with getting in touch with cultural and religious organisations



How can I access the Housing Support Service?

You can do any of the following:

- Complete a self-referral form - tenants can get this from their area housing office and leaseholders from Home Ownership Services
- Fill in the online form on the Homes for Islington website at www.homesforislington.org.uk
- Ask your tenancy management advisor or rent arrears officer to refer you to the housing support officer

Contacts

Central Street
85 Central Street
London EC1V 8DT

Central Street 020 7527 6250
Minicom 020 7527 6202

Holland Walk
85-88 Holland Walk
London N19 3XS

Holland Walk 020 7527 7480
Minicom 020 7527 7405

Lyon Street
1 Lyon Street
London N1 1DQ

Lyon Street 020 7527 6880
Minicom 020 7527 6830

Upper Street
Northway House
257 Upper Street
London N1 1RU

Upper Street 020 7527 5300
Minicom 020 7527 5391

Home Ownership
50 Isledon Road
London N7 7LP

020 7527 7720
or 020 7527 7715

Housing Support Team
305 Hornsey Road
London N19 4HD

housing.support@homesforislington.org.uk

What can I expect?

You will be contacted and a meeting will be arranged

- The housing support officer will contact you within 5 working days of the referral, either in writing or by telephone, to arrange a meeting with you
- The meeting will be at the area housing office, but could be at your home if you have problems with mobility. If you need an interpreter, signer or reader, these services can be provided

Your first meeting with the housing support officer

- The first meeting may be quite lengthy, as it takes time to make a full assessment and to complete forms
- You will work together with the housing support officer to assess your support needs and develop a support plan

- The support plan will include goals for both you and the housing support officer, along with target dates
- At this meeting you will also agree how often you would like to meet with your housing support officer
- You will also be asked to sign the support plan giving the housing support officer permission to contact other organisations and agencies on your behalf

Review meetings

- Within 3 months of your first meeting you will meet with your housing support officer to review your case
- You also have the right to request a review of your case at any time



**Homes for Islington
Highbury House
5 Highbury Crescent
London N5 1RN**

www.homesforislington.org.uk



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What can I do if I need help and support outside office hours?

If you have an urgent problem you can contact the following telephone numbers outside of office hours:

Social work emergency duty service: 020 7226 0992

This service is run by Islington Council's Children's, Adults' and Mental Health Social Services team. An operator will take a message, and a duty social worker will call you as soon as possible, to offer advice and support.

Mental health crisis resolution team (North Islington):
020 7527 7353

Mental health crisis resolution team (South Islington):
020 7530 2705

This service is run by the Camden and Islington NHS Mental Health and Social Care Trust.

Anti-social behaviour hotline:
020 7527 7272

Islington Police Station:
020 7704 1212

There are two police stations in Islington: one in the south at 2 Tolpiddle Street and the other in the north, at 284 Hornsey Road. Both stations can be contacted on the above number, and are open 24 hours a day.

If a situation is an emergency, you should call 999 immediately.

What can I do if I am unhappy with the service I receive?

We want you to be entirely satisfied with the housing support service. However, if you are not satisfied, you have a right to complain. Making a complaint will not affect your right to a high quality service. You can request a complaints form from your area housing office, which will explain what to expect when you make a complaint.





This leaflet explains the Housing Support Service provided by Homes for Islington. The service provides short term housing related support for vulnerable Islington tenants and leaseholders.

এই প্রচারপত্রে Homes for Islington প্রদত্ত আবাসন সহায়তা পরিষেবা (Housing Support Service) ব্যাখ্যা করা হয়েছে। এই পরিষেবার মাধ্যমে ইজলিংটনের অসহায় ভাড়াটে এবং লিজহোল্ডারদের স্বল্পমেয়াদী আবাসন সম্পর্কিত পরিষেবা দেওয়া হয়। (Bengali)

Αυτό το φυλλάδιο επεξηγεί την Υπηρεσία Στεγαστικής Βοήθειας που παρέχει ο οργανισμός Homes for Islington. Η υπηρεσία προσφέρει βραχυπρόθεσμη στέγαση για ευάλωτους ενοίκους και ενοικιαστές του Ίσλινγκτον (Greek)

Este folheto explica o Serviço de Apoio Habitacional fornecido pela Homes for Islington. Este serviço fornece apoio habitacional a curto prazo para inquilinos e arrendatários vulneráveis de Islington. (Portuguese)

Warqaddan waxay sharaxaysaa Adeegga Taageerada Guriyeynta (Housing Support Service) ee ay bixiso Homes for Islington. Adeegga waxaa lagu bixiyaa taageero guriyeyn oo ku meelgaar ah oo loogu talo galay kireystayaasha iyo heshiis-kiro heystayaasha nugal ee Islington. (Somali)

Este prospecto explica el Servicio de Apoyo al Alojamiento proporcionado por Homes for Islington. El servicio proporciona apoyo para el alojamiento a corto plazo a los arrendatarios vulnerables de Islington. (Spanish)

Bu broşürde Homes for Islington Konut Kurumu (HFI) tarafından sağlanan Konut Destek Hizmeti anlatılmaktadır. Bu kapsamda, korunmasız, yaşlı, engelli ya da yardıma muhtaç kiracılarımıza ve "leaseholder" denilen konut sahiplerine kısa dönemde konutla ilişkili destek hizmeti sağlanmaktadır. (Turkish)

If you require this information in English recorded on tape or compact disc or in large print or braille please contact your area housing office.

Central Street 020 7527 6250
Holland Walk 020 7527 7480

Lyon Street 020 7527 6880
Upper Street 020 7527 5300



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