



Housing Support Referral Form



Stop the cycle of homelessness

Housing Support aims to help people maintain their tenancies and to prevent homelessness by offering support, advice and guidance to manage your tenancy related issues.

South Holland District Council Tenancy Support Service

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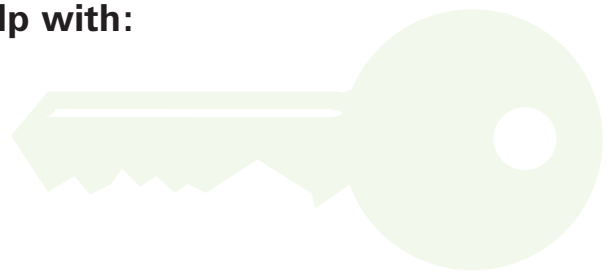
The Tenancy Support Worker aims:

- to provide a tenancy management and support service to homeless and vulnerable households residing in Council accommodation.
- to assist the homeless and vulnerable in the resettlement into secure accommodation.
- to provide good customer service and achieve greater service efficiencies.
- to ensure the effective management of Council's tenancies and estates
- to ensure sustainment of tenancies and contribute towards balanced communities.

If the Tenancy Support worker is unable to help they will refer you to other people who can help. Building trust is the key and the service is offered to people in all tenures as well as those with no address.

The Tenancy Support Worker can help with:

- Setting up a new home
- Furniture
- Getting gas, water and electric connected
- Developing domestic/life skills
- Budgeting and shopping
- Sorting out bills
- Signposting to colleges and training agencies or employment opportunities
- Claiming benefits, community care grants and loans
- Housing and Council Tax benefits
- Emotional Support and advice
- Signposting to specialist counselling services
- Gaining access to other services, e.g. health and education
- Speaking up for you
- Advice on personal safety and security
- Finding other accommodation
- Advice on safety and security of your home
- Signposting and assistance to access specific religious or cultural groups
- To assist in accessing interpreters
- To assist in accessing "English as a foreign language" course



The can help by listening to you, talking with you about your individual needs and planning the support you need to deal with problems. They can work with you until you feel you are capable of coping on your own. If you have any problems and need some advice, you can contact us again.

Who can access the service?

- Anyone homeless or in a housing crisis
- Tenants residing in Council owned accommodation, either temporary or secure, and struggling to cope with their tenancy who think that they could end up homeless.
- Agencies can refer with the agreement of their client

How can the service be accessed?

Any agency or individual can:

- complete and return the tear-off portion of this leaflet with details (see overleaf); or
- contact the Tenancy Support Worker on 01775 764423 or telephone Customer Services on 01775 761161
- contact their Housing Advisor or Housing Management Officer.



What will happen next?

The Tenancy Support worker will be in touch as soon as possible. In the event of high demand for this service, some general advice to give a helping hand will be offered until a support worker can arrange a meeting.

We look forward to working with you!

To apply/refer for Housing Support

Name

Date of birth

 / /

National Insurance Number

Address (or care of address)

Brief reason for referral:

Contact telephone number

Home

Mobile

SERVICE USER DECLARATION

I agree with this referral for Tenancy Support and understand that the Tenancy Support Worker may contact other involved agencies for additional information.

Signature:

Date:

 / /

To be filled in by the referral agency (if applicable)

Name of person referring:

Agency name:

Telephone number:

Full address of referral agency;

Signature of referring officer

Date

 / /

Please also complete the questionnaire overleaf before returning it to the Tenancy Support Worker, South Holland District Council, Council Offices, Priory Road, Spalding, Lincolnshire, PE11 2XE.

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.



