



Where else does People First provide support services?

Floating support services are also provided for:

- ▶ Single Irish men with issues around alcohol and/or homelessness in Manchester.
- ▶ Asian women with mental health issues living in Rochdale.
- ▶ 'Young people at risk' aged 16-25 and homeless families living in Vale Royal.
- ▶ People aged 55+ with early signs of dementia living in Manchester.

What is Supporting People?

Supporting People is a Government initiative aimed at enabling people with housing related support needs to live independently in the community. It offers vulnerable people the opportunity to improve their quality of life by providing positive services, which enable them to have greater independence and control in making choices within their lives.

Your right to appeal

- ▶ For applicants that are not accepted for support.
- ▶ For clients who disagree with their support ending.

Information will be provided on this, but is also available on request.



This leaflet is available in large print. Please contact our office if you would require this service.



People First Housing Association

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People First Housing is registered under the Industrial and Provident Societies Act 1965, Registration Number 27746R. It has Charitable Status.



People First Housing Association
Community based, tenant led

Community Support Service across the City of Manchester



People First is committed to client inclusion and involvement.

People First Housing Association is community based and tenant led. The nature of the organisation has given it a unique insight into some of the many issues surrounding the provision of needs-led, culturally appropriate support.

People First aims to promote equality of access to the Community Support Service.



Who can apply?

In Manchester the service is targeted at people from black and minority ethnic (BME) communities with issues around mental health/dementia, but other people with similar problems may also apply. All ages are welcome.

What support do we offer?

We offer a range of services depending on people's needs. Support is provided within the clients' own homes and is tailored to their assessed and agreed needs, which are reviewed regularly. Amongst other things, we may help with:

▶ *Housing* – Setting up and maintaining a home, paying rent, ensuring the safety and security of the home, as well as advice and support with repairs and improvements.

▶ *Independent living* – Advice on how to improve domestic, life and social skills, and behaviour management. Providing emotional support and help in gaining access to local community services such as counselling, befriending, peer support, translation and interpretation, education and so on.

▶ *Liaison* – With other service providers, such as Community Mental Health, Alcohol and Drug teams, GPs and Welfare Advisors.

▶ *Health issues* – Monitoring health and wellbeing, providing

support and advocacy at medical appointments, diet planning and access to gyms and swimming classes.

▶ *Budgeting* – Help with managing debt, finances and benefits claims.

▶ *Cultural issues* – Providing information on culturally specific legal services, community resources and health / treatment services. Decreasing the alienation experienced by BME groups.

How long does the support last?

This depends on people's needs, but all clients will start with three months and this will then be reviewed. Withdrawal is planned and negotiated with the client.

Who will be told about you?

Any personal information we hold or discover about the people we support will not be disclosed to third parties without the clients' prior agreement, unless there are exceptional circumstances. For example, we may have concerns that people are at serious risk of harming themselves or others; or we may have to comply with the law.

What is the aim of Community Support?

People First Community Support Services provide culturally sensitive support to those who are assessed as being in need of housing support to maintain their homes. By doing so, we aim to contribute to sustainable tenancies, community safety, health improvement and a better quality of life for individuals.

How can the service be accessed?

Referrals can be made by a wide range of organisations, such as social services, housing providers, health and probation organisations and others.

We also accept self-referrals and all people who meet the eligibility criteria are welcome to apply. We do not operate any automatic exclusions, but the manageability of any risks will need to be considered. Referral forms can be obtained by contacting the office at the address or telephone number at the back of this leaflet.

What happens after a referral form is completed?

Once a referral has been received, support staff will meet with the person to carry out an assessment of their needs and provide them with more information about the service. This involves asking questions to help us build a picture of the person's situation and will be conducted with an open mind and confidentially. Should the applicant's needs meet the criteria, support will be offered and an indication given of when it is likely to commence.

Who pays for the service?

A grant from Manchester Supporting People, which is part of Manchester City Council funds our work. This means that the people who use this service do not pay to be supported by People First.