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.

Supporting people
Communities and Local Government

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

Rochdale Mental Health Allocations Panel
C/o Community Restart Team
Unit 11 & 12
F6 The Gatehouse
Rochdale
OL12 0AA
Tel: 01706 713 698

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.
- '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.
- People in Manchester primarily from black and ethnic minority backgrounds with issues around mental health and other people with similar problems.

people first 1

People First Housing Association
5 Fenwick Street
Rochdale OL12 6XE
Tel: 01706 647693
Fax: 01706 649 868
e-mail: admin@peoplefirsthousing.co.uk
www.peoplefirsthousing.co.uk

Head Office
1 City Road, City Road East
Manchester, M15 4PN
Tel: 0161 235 6900
Fax: 0161 235 6919
Text Phone: 0161 235 6903
e-mail: admin@peoplefirsthousing.co.uk
www.peoplefirsthousing.co.uk

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

people first 1

People First Housing Association
Community based, tenant led

Rochdale Asian Women's Project

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?

The Asian Women's Project is based in Rochdale and provides a support service to South Asian Women with mental health needs. It is run by People First in partnership with the Community Restart Team.

What support do we offer?

We offer a range of services depending on people's needs. Support is provided within the clients' own home 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 through the Rochdale Mental Health Allocations Panel by a wide range of organisations, such as social services, housing providers, health and probation services and others. The panel is a partnership between mental health providers in Rochdale which directs people to the most appropriate service.

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 from the - Rochdale Mental Health Allocations Panel or People First. Contact details are 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 Rochdale Supporting People, which is part of Rochdale Council funds our work. This means that the people who use the service do not pay to be supported by People First.