



## People First Housing Association

### Manchester Office

No1 City Road  
City Road East  
Manchester M15 4PN  
Tel: (0161) 235 6900  
Fax: (0161) 235 6919

### Rochdale Office

5 Fenwick Street  
Rochdale  
OL12 6XE  
Tel: (01706) 647693  
Fax: (01706) 649868

### Northwich Office

54A Station Road  
Northwich  
CW9 5RB  
Tel: (01606) 333731  
Fax: (01606) 40768

**Web:** [www.peoplefirsthousing.co.uk](http://www.peoplefirsthousing.co.uk)  
**E-mail:** [admin@peoplefirsthousing.co.uk](mailto:admin@peoplefirsthousing.co.uk)

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

People First and aims to promote equality of access to all.

**This leaflet is available in other languages, larger print and audio. Please contact the admin team at head office if you would like to know more.**



## People First Housing Association

### Community Based, Tenant Led

### Easy read notes about our Community Support Service

#### Who are we?

People First's Community Support Service provides help and support to people that have housing related support needs in Manchester, Rochdale and Cheshire. We have **service leaflets** that tell you all about the different services we provide and who can apply.

#### What can we do?

We can provide all kinds of support that will help you maintain and stay in your home.

#### How do we do it?

We talk to you about your support needs and then agree a plan. This plan is called a **support plan** and sets out the actions to be taken to help meet your needs, sometimes called goals. For example, if you have problems with money you might agree actions such as: Looking at the money/benefits you get, checking to see if you could get any other money/benefits, completing an application for benefits, talking to people that you owe money such as your landlord to agree a repayment plan and making a budget plan. Plans are reviewed every 3 months or sooner.

#### What our aim is

Our aim is to support people to remain in their homes for as long as possible. We also want to improve safety and the health and quality of life of people living in our communities.

#### Cost

In most cases the service is paid for by Supporting People (who are part of your local authority). There is no cost to you.

### **Referral**

This involves you or someone else filling in a form with information about your support needs. The form is sent to People First and then our staff get in touch so they can meet and talk about your needs.

### **Assessment**

When our staff meet you to talk to you about your needs we call this an assessment. We carry out assessments so that we can see if we can help you. We can normally help you if your needs fit those the service was set up to meet. Service leaflets provide more information on this.

### **Allocations list**

This is a list of people that have been accepted for our service. We sometimes have to keep a list if our service is full. When someone leaves our service we can offer support to someone from the list.

### **Sign-up**

This is a process that we go through when support is ready to start. It means filling in lots of forms so we get all the information to help us support you. It marks the beginning of the support. How long it lasts will depend on your needs.

### **Risk Assessment form**

This looks at any possible risks to you and others and how to manage these risks. These are reviewed every 6 months or sooner.

### **Environmental Risk Assessment**

This is a tool to help assess safety in your home and the area in which you live and how to manage any risks.

### **Support Agreement**

An agreement made by you and People First which sets out some guidelines on what you can expect from our staff and what we expect from you.

### **Astraline**

This is an out of hour's telephone service that you can use when our office is closed. The staff that take calls can give you information about other services you may call or contact emergency services for you.

### **Utility Plan**

This has information about supplies to your home such as electricity, gas, phone and water. It is useful information in an emergency and if you have questions and disputes about supplies.

### **Confidentiality Disclosure Form**

This form if signed by you allows your support worker to share some information about you with other people that work with you if this is needed. It would not normally be personal information and is agreed.

## **The following leaflets provided in your welcome pack may also help:**

**Protecting vulnerable adults** - You have the right not to be treated badly or unfairly. This leaflet explains what abuse is and what can be done about it.

**Suggestions, Compliments and Complaints** - Lets you know how to let us know about any good or bad things to do with the service you get from us.

**Aims and objectives** - This leaflet sets out what we hope to achieve through the services we provide.

**Service Standards** - Explains what you can expect from our support service

**Equality and diversity** - Sets out our commitment to providing fair and accessible services to people with support needs

**Getting involved** - Lets you know how you can get involved in decision making about services to help improve them.

**Accessibility leaflet** - Tells you what different languages we can provide information to you in and the different formats, for example leaflets in large print, on a CD.