

PEOPLE FIRST HOUSING ASSOCIATION

Manchester Office

179 Royce Road
Hulme
M15 5TJ
Tel: (0161) 226 1917
Fax: (0161) 232 8422

Northwich Office

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

Tameside Office

63-65 Grosvenor Street
Stalybridge
SK15 2JN
Tel: (0161) 331 2714
Fax: (0161) 331 2101

Rochdale Office

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

Web: www.peoplefirsthousing.co.uk

E-mail: admin@peoplefirsthousing.co.uk

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



Community Support Service

AIMS AND OBJECTIVES

People First Community Support Services provide culturally sensitive tenancy support services to people 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 individual quality of life.



OBJECTIVES

1. To work in partnership with Registered Social Landlords and other agencies to identify and refer people who are experiencing difficulty in maintaining their home, or people who are in need of support to access and set up a new home.
2. To provide each service user with an individually tailored support package. Including an initial housing needs assessment, support plan and on-going support meetings, risk assessment and management, regular progress reviews and the planned withdrawal of support.
3. To ensure the service is well managed, meets the qualitative and quantitative performance requirements of stakeholders and partners, and is continually evaluated providing evidence of best practice and best value.
4. To employ suitably qualified/experienced Community Support Workers whose backgrounds reflect the diversity of service users, and who are able to build trusting professional relationships and promote empowerment and positive change.
5. To ensure that service users and carers are involved in all aspects of service planning, delivery and review, and to encourage participation in wider forums and initiatives.
6. To work closely with housing providers to build good liaison processes and facilitate crisis intervention and management.
7. To work in partnership with Health Services, Probation Services, Social Services, and the Voluntary Sector to ensure that the individual needs of service users are met and support is properly co-ordinated.
8. To carefully identify and manage existing or potential risks in partnership with appropriate agencies. Wherever possible to quickly identify changes in risk and support needs to prevent crises occurring.
9. To be involved in information gathering leading to the identification of gaps in services, and ensure that the opinions and needs of service users are represented at relevant decision making forums.
10. To appropriately market and monitor the service to ensure accessibility and sustainability.