

Darlington

key point of access.

Is a joint project between First Stop Darlington, and Darlington Borough Council, giving advice and guidance on homeless issues, the prevention of homelessness and accessing accommodation funded by Supporting People.





Who does the Darlington Key Point of Access help?

The KPA helps people in Darlington who are currently homeless, or at risk of becoming homeless due to problems they need support with.

How do I contact Darlington Key Point of Access?

There are several ways you can contact the Key Point of Access.

Staff are based both at First Stop Darlington's office, and Darlington Borough Council's Customer Service's Centre.

You can either call in to speak to someone, or telephone.

Contact Details

First Stop Darlington:

Tubwell Row
Darlington
DL1 1PD

Telephone: 01325 371792

Opening hours: normal office hours
and Saturday
mornings

Housing Options Team

Customer Services Centre
Town Hall
Darlington
DL1 5QT

Telephone: 01325 388529/388522

Opening hours: normal office hours

If you need help regarding homelessness outside of these hours please call 0870 240 2994

What is Darlington Key Point of Access?

The Key Point of Access (KPA) helps people in Darlington, by giving advice and guidance on housing problems. The KPA aims to prevent people from becoming homeless. Where homelessness cannot be prevented, a full assessment of individual support and accommodation needs will be made. This ensures the right services can be provided, and may include referrals to homeless accommodation funded by Supporting People. In normal circumstances this is the only way to access this accommodation. The KPA will also offer support to vulnerable people, so they are less likely to become homeless again in the future.

Someone from an advice agency or hostel can contact the KPA on your behalf.

If you are unable to leave your home, we can arrange for someone to visit you.

How does the Darlington Key Point of Access work?

The first thing that will happen is that a simple needs assessment will be completed. We will need to ask you some personal questions, as the information you give us will help us provide the best support to you. It also means that if you contact the KPA again in the future, you will not need to give us this information again.

If you have ongoing support needs, then we will need to complete a more detailed needs assessment with you -

we will need to work with other support agencies, who may already be helping you. This will allow us to make an individual housing and support plan that is built around your specific needs and circumstances. Throughout all the processes, you will be involved, and will be able to say what you think about the support services being offered to you.

What if I have no accommodation tonight?

The KPA will make every effort to make sure that some kind of accommodation is available to you. If that is not possible, we will keep working with you, until your housing problem is solved. You may qualify for other emergency housing from Darlington Borough Council as a vulnerable person.



What if I have particular needs that normal services can't deal with?

The KPA works closely with other support agencies, to help you with any issues that you may have, for example drug or alcohol problems. We will do our best to make sure that we get you the right type of support to help your particular needs.

Rehousing

Through support at the KPA we will make sure that you are informed about housing choices, to help you find permanent accommodation. This will include making sure that you are on the waiting list with housing associations, Darlington Borough Council housing, and looking at renting from private landlords. KPA staff will assist you with the application process and bidding for property under the Choice Based Lettings Scheme.

If you require this information in an alternative language, in Braille, large print, or on audio tape, please contact 01325 388284.

Urdu اگر آپ کو یہ سکا پچا انگریزی کے علاوہ کسی دوسری زبان میں درکار ہو تو براہ مہربانی ٹیلیفون نمبر 01325 388284 پر فون کر کے سوال نمبر پتیا کریں۔

Punjabi ਜੇ ਇਹ ਪਰਚਾ ਤੁਹਾਨੂੰ ਅੰਗਰੇਜ਼ੀ ਤੋਂ ਬਿਨਾਂ ਕਿਸੇ ਹੋਰ ਭਾਸ਼ਾ ਵਿਚ ਚਾਹੀਦਾ ਹੈ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਸਾਨੂੰ ਨੰਬਰ 01325 388284 ਤੇ ਫੋਨ ਕਰੋ ਅਤੇ ਰੈਫਰੈਂਸ (ਹਵਾਲਾ) ਨੰਬਰ ਦੱਸੋ।

Hindi यदि आप यह प्रकाशन अंग्रेज़ी के अलावा अन्य भाषा में चाहते हैं तो कृपया संदर्भ नम्बर (रेफरन्स नम्बर) बताकर निम्नलिखित 01325 388284 पर संपर्क करें।

Cantonese 如果你需要其它語言的版本，請與以下電話聯係並報出參考號碼：01325 388284

Bengali যদি আপনার ইংরেজী ছাড়া অন্য কোন ভাষায় এই প্রকাশনাটির দরকার থাকে, তাহলে নম্বরে ফোন করুন এবং সূত্র নম্বর উল্লেখ করুন। 01325 388284

Arabic إذا رغبت الحصول على هذه النشرة بلغة أخرى غير اللغة الإنجليزية نرجو الاتصال بنا على رقم الهاتف التالي: 01325 388284 مع ذكر رقم الإشارة.

Polish Jeżeli chciał(a)by Pan(i) otrzymać polską wersję językową tego dokumentu, proszę zadzwonić pod numer 01325 388284 i podać numer identyfikacyjny dokumentu.

This document will be made available on request in Braille, tape or large print.



BRAILLE

