

Darlington Supporting People Summary Directory of Services 2010

Dated reviewed 03/2010
Next Review 06/2010

What is Supporting People?

- The Supporting People Programme is a government funded initiative to enable people with housing related support needs to live independently.
- Housing related support can be delivered via accommodation based or floating support services.
- Accommodation based services are linked to a property or scheme.
- Floating Support is provided in your own home across the Borough of Darlington.
- Supporting People fund all services where the support packages received is under two years – short term services.
- Where a support package is more than two years, to receive Supporting People grant a person needs to be in receipt of: Housing Benefit, Council Tax Benefit, or to have had a successful financial contribution assessment undertaken.
- Before any individual receives Supporting People service they will also need to have an assessment of need, to make sure the service will be suitable for them.

Who can access Supporting People?

Supporting People funded services are delivered to lots of different people across the borough of Darlington. The Supporting People programme presently has support services for:-

- People with a learning difficulty/disability
- Older People with support needs
- Vulnerable Families
- Young People with support needs including Young People leaving care
- Disabled People
- People affected by Domestic Abuse
- People with substance misuse issues
- Homeless People/People at Risk of Homelessness
- People with housing related support needs (generic needs)

What is Housing Related Support?

- Housing related support is centered around helping a person to live as independently as possible.
- Housing Related support is outcome focused to help people achieve their independent goals. Therefore, for some people the amount of support they require reduces over time.
- People receiving housing related support will have a support worker/key worker, who will develop a support plan tailored to their needs around the following areas:
- Enjoy and Achieve
- Being Healthy
- Making a Positive Contribution
- Staying Safe
- Achieving Economic Wellbeing

What Housing Related Support Cannot Do

There are some very important things that housing related support **cannot** do:



- Someone making your meals for you
- Bathing and dressing (personal care)
- Someone doing your washing and ironing for you (domiciliary care)
- Counselling
- Gardening
- Meeting any statutory need/duty
- Deliver health care
- Be delivered in residential care

The Supporting People Team would be able to tell you more about this

Getting in touch

If you would like more information on the Supporting People Programme, you can find this by visiting our website: <http://www.darlington.gov.uk/Housing/Supporting+People/Supporting+People.htm>

Alternatively, if you have any comments or queries you can contact a member of the team by: Telephone - 01325 388146 / 01325 388108

Fax - 01325 388981 Email - supportingpeopleteam@darlington.gov.uk

Address - Supporting People Team, Room G08, Town Hall, Feethams, Darlington, DL1 5QT

Services for	Contact Number	Service Type	Length of Support	Referral Route	Weblink
People at Risk of Domestic Abuse					
Carr Gomm	01325 352501	Floating Support	Short term - Under two years	Any agency/organisation, Self Referral, Referral on behalf of an individual	http://www.carrgomm.org.uk/
Family Help	01325 364486	Refuge Accommodation	Short term - Under two years	Any agency/organisation, Self Referral, Referral on behalf of an individual	http://www.darlingtonrefuge.org.uk/
People with a Learning Disability	* The providers below are presently part of a framework agreement for the provision of housing related support, and personal support				
Dimensions UK	0845 160 1831	Floating Support	Longer Term - More than two years	Via Darlington Borough Council's Learning Disability Team	http://www.dimensions-uk.org/
Mencap	01325 741480	Floating Support	Longer Term - More than two years	Via Darlington Borough Council's Learning Disability Team	http://www.mencap.org.uk/
Potensial	01325 382095	Floating Support	Longer Term - More than two years	Via Darlington Borough Council's Learning Disability Team	http://www.potensial.co.uk/
United Response	07970 579189	Floating Support	Longer Term - More than two years	Via Darlington Borough Council's Learning Disability Team	http://www.unitedresponse.org.uk/
UBU	07980 872974	Floating Support	Longer Term - More than two years	Via Darlington Borough Council's Learning Disability Team	http://www.ubu.me.uk/adult_who_we_are.asp

Services for	Contact	Service Type	Length of Support	Referral Route	Weblink
People with a Learning Disability	* the providers below are presently part of a framework agreement for the provision of housing related support and personal support				
Keyring	07977 412991	Floating Support	Longer Term - More than two years	Via 07977 412991	http://www.keyring.org/site/KEYR/Templates/Home.aspx?pageid=1&cc=GB
	<ul style="list-style-type: none"> There are adults with a learning disability who presently receive their package of housing related support through a direct payment 				
People with Mental Health Needs					
Carr Gomm	01325 285171	Accommodation Based and Floating Support	Short term - Under two years	Referral from an agency organisation/ health professional/Advocate/ Relative/ Self Referral	http://www.carrgomm.org.uk/
DISC	01325 487687	Floating Support	Short term - Under two years	Referral from an agency organisation/ health professional/Advocate/ Relative/ Self Referral	http://www.disc-vol.org.uk
Darlington Mind (Flats)	01325 283169	Accommodation Based	Short term - Under two years	Referral from an agency organisation/ health professional/Advocate/ Relative/ Self Referral	http://www.darlingtonmind.org.uk
Darlington Mind Limited (Communal)	01325 283169	Accommodation Based	Short term - Under two years	Referral from an agency organisation/ health professional/Advocate/ Relative/ Self Referral	http://www.darlingtonmind.org.uk

Services for	Contact	Service Type	Length of Support	Referral Route	Weblink
Older people with Support Needs					
Abbeyfield Society	01727 857436	Accommodation Based	Longer Term - More than two years	Referral from an agency organisation/ health professional/Advocate/ Relative/ Self Referral	http://www.abbeyfield.com/Pages/index.aspx
Anchor Trust	0845 140 2020	Accommodation Based	Longer Term - More than two years	Referral from an agency organisation/ health professional/Advocate/ Relative/ Self Referral	http://www.anchor.org.uk/Pages/home.aspx
Hanover Housing	01274 599686	Accommodation Based	Longer Term - More than two years	Referral from an agency organisation/ health professional/Advocate/ Relative/ Self Referral	http://www.hanover.org.uk/
Home Housing	0845 606 3030	Accommodation Based	Longer Term - More than two years	Referral from an agency organisation/ health professional/Advocate/ Relative/ Self Referral	http://www.homegroup.org.uk/housing/Pages/default.aspx
Housing 21	0345 607 0272	Accommodation Based	Longer Term - More than two years	Referral from an agency organisation/ health professional/Advocate/ Relative/ Self Referral	http://www.housing21.co.uk/
Darlington Borough Council Warden Services	01325 388542	Accommodation Based	Longer Term - More than two years	Referral from an agency organisation/ health professional/Advocate/ Relative/ Self Referral	http://www.darlington.gov.uk/Housing/oldpeople/Sheltered+Housing+Schemes/Sheltered+Housing.htm http://www.darlington.gov.uk/Housing/Fin ding+a+Home/Housing+Advisors.htm
Darlington Borough Council Life Line Services	01325 388508	Lifeline - Alarm Service	Longer Term - More than two years	Referral from an agency organisation/ health professional/Advocate/ Relative/ Self Referral	http://www.darlington.gov.uk/Housing/oldpeople/Lifeline/Lifeline.htm
Darlington Borough Council Enablement Service	01325 388614	Floating Support	Very short term - Enablement service.	Referral from an Agency organisation/ health professional/Advocate/ Relative/ Self Referral	http://www.darlington.gov.uk/Housing/oldpeople/Lifeline/Lifeline.htm

Services for	Contact	Service Type	Length of Support	Referral Route	Weblink
Vulnerable Parents					
Fabric Group (Tees Valley Housing)	01325 365895	Accommodation Based and Floating Support	Short term - Under two years	Referral from an Agency organisation/ health professional/Advocate/ Relative/ Self Referral	http://www.teesvalley.org/
Young People at Risk or Leaving Care					
Barnardos Supported Lodgings	01325 354155	Accommodation Based	Short term - Under two years		http://www.barnardos.org.uk/
Foundation Crash Pad Service	Housing Options 01325 388529 / 388522 First Stop 01325 371792	Accommodation Based	Short term - Under two years	Referral from the Key Point of Access. Please refer to page 9	http://www.foundationhousing.org/
Foundation Mediation Service	Housing Options 01325 388529 / 388522 First Stop 01325 371792	Floating Support	Short term - Under two years	Referral from the Key Point of Access. Please refer to page 9	http://www.foundationhousing.org/
Homeless or Risk of Homelessness					
700 Club Hostel for People Aged 18+	Housing Options 01325 388529 / 388522 First Stop 01325 371792	Accommodation Based	Short term - Under two -ears	Referral from the Key Point of Access. Please refer to page 9	http://www.700club.org.uk/
Tees Valley YMCA Young Person Hostel 16-25	Housing Options 01325 388529 / 388522 First Stop 01325 371792	Accommodation Based	Short term - Under two years	Referral from the Key Point of Access. Please refer to page 9	http://www.ymca.org.uk/pooled/profiles/BF_COMP/view.asp?Q=BF_COMP_2026 6

Services for	Contact	Service Type	Length of Support	Referral Route	Weblink
Homeless or Risk of Homelessness					
Stonham	Housing Options 01325 388529/388522 First Stop 01325 371792	Generic Floating Support	Short term - Under two years	Referral from the Key Point of Access. Please refer to page 9	http://www.homegroup.org.uk/stonham/Pages/default.aspx
Darlington Borough Council Tenancy Support	Housing Options 01325 388529/388522 First Stop 01325 371792	Generic Floating Support	Short term - Under two years	Referral from the Key Point of Access. Please refer to page 9	http://www.darlington.gov.uk/Housing/Financing+a+Home/Supported+Tenancy/Supported+Tenancy.htm
Richmond Fellowship	Housing Options 01325 388529/388522 First Stop 01325 371792	Complex Needs Floating Support	Short term - Under two years	Referral from the Key Point of Access. Please refer to page 9	http://www.richmondfellowship.org.uk
Offenders or people at risk of offending					
Foundation	01325 289410	Floating Support	Short term - Under two years	The Probation Service, referral from an Agency organisation/ Health Professional/Advocate/ Relative/ Self Referral	http://www.foundationhousing.org/
People with drug and / or alcohol problems					
DISC/DASS Project	01325 487687	Accommodation Based and Floating Support	Short term - Under two years	All referrals are from NECA, Social Services, Darlington Council, Health Services and the Elmfield Centre.	http://www.disc-vol.org.uk

Services for	Contact	Service Type	Length of Support	Referral Route	Weblink
People with Physical or Sensory Impairment					
Broadacres	01609 767900	Accommodation	Longer Term - More than two years	Referral from an Agency organisation/ Health Professional/Advocate/ Relative/ Self Referral	http://www.broadacres.org.uk/
Home Improvement Agency					
Three Rivers	01325 460114	Home Improvement Agency		Referral from an Agency organisation/ Health Professional/Advocate/ Relative/ Self Referral	http://www.threerivershousing.co.uk/ss_care_repair_darlington.asp



Key Point of Access (KPA)

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.

Re-housing: 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.