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What is Supporting People?

Supporting People is a government funded programme that pays for services to provide housing related support.

This helps stop homelessness and helps people live in their own homes.

This directory details the services we fund.
Who are services for?

- Older people, including frail elderly
- Young people
- People with mental health problems
- People with learning disabilities
- Homeless families
- Offenders or people at risk of offending
- People with a physical or sensory disability
- People with alcohol problems
- People with drug problems
- Refugees
- Single homeless people
- Teenage parents
- Women at risk of domestic violence
- People with HIV/AIDS
- Anybody at risk of losing their home
What customers can expect

• A support plan developed with the customer and updated regularly with agreed actions to help them achieve their goals
• Fair treatment
• Involvement and consultation within the service
• Protection from all forms of abuse (e.g. physical, psychological, emotional, financial, sexual)
Examples of what customers can achieve

- Claim the correct benefits
- Find paid work
- Reduce debt
- Go to training courses and get qualifications
- Find activities
- Start volunteering
- Make contact with friends and family
- Better physical health
- Better mental health
- Manage drug or alcohol problems
- Get aids and adaptations
- Avoid eviction
- Find more settled accommodation
- Comply with statutory orders
- Manage self harm
- Avoid harming others
- Avoid harm from others
- More choice and involvement in the local community
Types of services we fund

Supported Housing

Long or short term accommodation based services provided in self contained or shared properties, or hostel accommodation.

Support provided includes:

- setting up and maintaining a home,
- signposting to other services,
- help to access education,
- employment,
- volunteering or other daytime activity,
- benefits and budgeting,
- confidence building,
- daily living skills, and
- help finding move on accommodation.

Support provided is based on what people need and want.
Resettlement Support

Most short term supported housing services continue to provide support for a short period of time after people move onto independent living.

Floating Support

Provides help and advice to people living in their own home, to help them continue living independently and avoid social isolation. Support provided is similar to supported housing, please see page 7.
Community Alarms
Provide help at the touch of a button, usually through a pendant or pull cord.

Sheltered Housing
Purpose built accommodation for older people over the age of 55. Most schemes have self contained flats with small lounges and bedrooms and have community facilities including residents’ lounge, tea/coffee preparation areas, laundry and guest room.

A warden or scheme manager is available for support during the day with 24 assistance through an alarm system. Customers in sheltered housing may have third party care packages.

Extra Care Sheltered Housing
Similar to sheltered housing. Care and support services within the scheme can be accessed if needed and reduced or increased as individual need changes. Support staff are available 24 hours a day.

Residents of extra care schemes may have a wide range of support or care needs, from quite high levels to needing no support.

Many extra care schemes have a lounge, restaurant, shop, hairdresser, gym and space for social activity.
**Home Improvement Agency**

Provides services to people living in any type of housing; owner occupiers and people living in rented accommodation, across the city.

The focus of the service is to help people maintain the safety and security of the property through a range of services including; home improvement grants, management of repairs, and the handyperson service.

The handyperson service provides help with small repairs and adaptations, home hazard checks to prevent falls and fire prevention risk checks.

In addition the service can help with small removals and help to find a reputable contractor to undertake decorating or gardening work.
Services for all

Floating Support

• **Brighter Futures/Stoke-on-Trent and District Gingerbread Centre/North Staffs YMCA**
  - smartmoves
  **tel:** 01782 683166
  **email:** info@smartmoves.org.uk
  www.smartmoves.org.uk

Home Improvement Agency

• **Revival Home Improvement Agency**
  **tel:** 01782 749202
  **email:** revival@staffshousing.org.uk
  www.improvingyourhomelife.co.uk

Mediation

• **North Staffs YMCA**
  - Mediation Service (for existing Supporting People customers)
  **tel:** 01782 280100
  **email:** mediation@northstaffsymca.org.uk
Other useful contacts

- **Asist**
  Provide advocacy services to vulnerable adults across Staffordshire and Stoke-on-Trent, and to vulnerable young people from 12 years upwards in Stoke-on-Trent.
  **tel:** 01782 845584
  **email:** help@asist.co.uk
  www.asist.co.uk

- **Citizen’s Advice Bureau - Hanley**
  Provide advice and information about debt, benefits, discrimination, housing and employment.
  **tel:** 01782 408600
  **email:** advice@stoke-cab.org.uk
  www.stoke-cab.org.uk

- **Soldiers, Sailors, Airmen and Families Association (SSAFA)**
  Help and support people, and their families, who service or used to service in the Armed Forces.
  **tel:** 0800 7314880 (confidential support)
  **tel:** 01785 212680 (Staffordshire branch)
  **email:** staffordshire@ssafa.org.uk
Services for all

• **Housing and Council Tax Benefit**
  tel: 01782 232982
  email: benefitservices@stoke.gov.uk
  stoke.gov.uk/benefits

• **Job Centre Plus**
  tel: Claim a benefit - 0800 055 6688
  tel: Look for a job - 0845 6060 234
  www.jobcentreplus.gov.uk

• **North Staffs Carers Association**
  Provides a range of support services to carers.
  tel: 01782 834 836
  email: nsca@supanet.com
  www.carersfirst.com

• **Safer City Partnership**
  Creating a ‘safer Stoke-on-Trent’.
  tel: 01782 235708
  email: safer.citypartnership@stoke.gov.uk
Services for all

• **Social Care Contact Centre**  
  Provides a range of services to care for, and protect the people who live in the city, including children and their families, older people, adults and children with learning disabilities, physical disabilities or mental health needs.  
  **tel:** 0800 5610015

• **Housing Advice Centre**  
  Provides information and advice on housing issues. Helps find accommodation and gives advice to people who are facing homelessness. The service is also responsible for allocation of social housing throughout the city.  
  **Housing Solutions Service**  
  South Wolfe Street, Stoke  
  **tel:** 01782 233696  
  **Emergency (out of hours)** 01782 234234  
  **Stoke On Call** (register for Homeline)  
  **tel:** 01782 232126  
  stoke.gov.uk
Homeless Families and Teenage Parents

Short Term Supported Housing

- **Stoke-on-Trent and District Gingerbread Ltd**
  - Catherine Court
  - **tel:** 01782 215656
  - **email:** wendy_lubacz@gingerbreadcentre.co.uk
  - www.sotgingerbread.ik.com

- **Stoke-on-Trent and District Gingerbread Centre Ltd** - Rothesay Court
  - **tel:** 01782 344740
  - **email:** housing_team_manager@gingerbreadcentre.co.uk
  - www.sotgingerbread.ik.com

...see also ‘Services for all’

Other useful contacts

- **Family Information Service**
  - Provide free information, advice and guidance on any parenting issue.
  - **tel:** 0800 0151120
  - **email:** fis@stoke.gov.uk
  - www.stokeeycs.co.uk

- **Sure Start Children’s Centres**
  - Provide a variety of advice and support for parents and carers.
  - See www.direct.gov.uk for local centres
Single Homeless People

Short Term Supported Housing
Shared or self contained accommodation

- **Arch (North Staffs)** - Supported Housing
  tel: 01782 204479
  email: lisa.pedley@archnorthstaffs.org.uk
  www.archnorthstaffs.org.uk

- **Brighter Futures** - Community Housing
  tel: 01782 406000
  email: emma.davis@brighter-futures.co.uk
  www.brighter-futures.org.uk

- **Further Options** - The Willows
  tel: 01782 377270
  email: debbie.tatton@furtheroptions.co.uk
Hostel Accommodation

- **Brighter Futures** - 90 Hope Street  
  tel: 01782 406000  
  email: emma.davis@brighter-futures.co.uk  
  www.brighter-futures.org.uk

- **North Staffs YMCA** - Edinburgh House  
  tel: 01782 222376  
  email: simon.lovatt@stokeymca.co.uk  
  www.northstaffsymca.org.uk

- **The Salvation Army** - Vale Street  
  tel: 01782 744374  
  email: gary.thomas@salvationarmy.org.uk  
  www.salvationarmy.org.uk
Other useful contacts

- **Rough Sleeper Team**
  Help rough sleepers find accommodation, claim benefits and find a doctor. Provide a daily outreach service.
  **tel:** 0800 9702304

- **Housing Advice Centre**
  Provides information and advice on housing issues, helps find accommodation and gives advice to people who are facing homelessness. The service is also responsible for allocation of social housing throughout the city.
  **Housing Solutions Service**
  South Wolfe Street, Stoke
  **tel:** 01782 233696
  **Emergency (out of hours)** 01782 234234
  **Stoke On Call** (register for Homeline)
  **tel:** 01782 232126
Refugees

Short term supported housing

- **Staffordshire Housing Association**
  - Blue Mountain
  **tel:** 01782 572288
  **email:** mailbox@staffshousing.org.uk
  www.staffshousing.org.uk

...see also *Services for all*

Other useful contacts

- **Arch (North Staffs)**
  Refugee Advice and Floating Support Service.
  **tel:** 01782 204479
  **email:** john.walsh@archnorthstaffs.org.uk

- **Citizens Advice Bureau**
  **tel:** 01782 408600
  **email:** advice@stoke-cab.org.uk
Older People

Sheltered Housing Schemes

- **Anchor** - Chell Green Court (Chell)
  - **tel:** 01782 817813
  - **email:** customercontactcentre@anchor.org.uk
  - [www.anchor.org.uk](http://www.anchor.org.uk)

- **Midland Heart** - Reginald Mitchell Court (Hanley)
  - **tel:** 01782 284722
  - **email:** jane.andrews@midlandheart.org.uk
  - [www.midlandheart.org.uk](http://www.midlandheart.org.uk)

- **Housing 21** - William Birch Court (Berryhill)
  - **tel:** 0370 192 4895
  - **email:** Julie.armitt@housing21.co.uk
  - [www.housing21.co.uk](http://www.housing21.co.uk)

- **Affinity Sutton** - William Fiske Court (Trent Vale)
  - **tel:** 01782 534286
  - **email:** gary.surguy@affinitysutton.com
  - [www.affinitysutton.com](http://www.affinitysutton.com)
Older People

- **Sanctuary Midlands**
  - Victoria Court (Fenton), St Judes (Shelton), Etruria Locks (Etruria) and Sandon Court (Meir)
  - **tel:** 0800 023 4503
  - **email:** Midlands@sanctuary-housing.co.uk
  - www.sanctuary-housing.co.uk

- **Staffordshire Housing Association**
  - Bradeley Village (Bradeley) and Hanover House (Fenton)
  - **tel:** 01782 744533
  - **email:** mailbox@staffshousing.org.uk
  - www.staffshousing.org.uk

- **Stoke-on-Trent City Council**
  - Unpooled HRA
  - Support to tenants of local authority sheltered housing schemes and surrounding area.
  - **tel:** 01782 235675
  - **email:** communitysupportteam@stoke.gov.uk
  - stoke.gov.uk
Older People

Extra Care Sheltered Housing Schemes

- **The ExtraCare Charitable Trust**
  - Berryhill Village (Berryhill) **tel:** 01782 204949
  - Camoys Court (Cobridge) **tel:** 01782 838951
  - St Dominics Court (Stoke) **tel:** 01782 747399
  **email:** teresa.mckenna@extracare.org.uk
  www.extracare.org.uk

- **Accord** - Rowan Village (Meir)
  **tel:** 01782 341947
  **email:** lynn@accordha.org.uk
  www.accordha.org.uk

Culturally Sensitive Sheltered Housing

- **Staffordshire Housing Association**
  - Alhambra Court
  **tel:** 01782 744533
  **email:** mailbox@staffshousing.org.uk
  www.staffshousing.org.uk
Older People

Floating Supporting

• **Brighter Futures** - Safe and Sound
tel: 01782 683166
e-mail: info@brighter-futures.org.uk
www.brighter-futures.org.uk

...see also ‘Services for all’
Older People

Community Alarms

- **Stoke-on-Trent City Council** - Lifeline  
tel: 01782 234545  
email: chris.s.steele@stoke.gov.uk  
stoke.gov.uk

- **Sanctuary Midlands** - Community Alarms  
tel: 0800 023 4503  
email: Midlands@sanctuary-housing.co.uk  
www.sanctuary-housing.co.uk

- **Bromford Carinthia Housing Association**  
- Community Alarms  
tel: 0845 605 0603  
email: nwm@bromford.co.uk  
www.bromfordgroup.co.uk
Older People

- **Midland Heart**  - Malkin Way and Prospect Street  
  **tel:** 0845 850 1020 Extension 5611  
  **email:** wendy.bibby@midlandheart.org.uk  
  www.midlandheart.org.uk

- **Riverside Housing Association**  
  - Moss Green Alarm Service  
  **tel:** 01782 337853  
  **email:** rob.blaney@riverside.org.uk  
  www.riverside.org.uk

- **Staffordshire Housing Association**  
  - Community Alarms  
  **tel:** 01782 743831  
  **email:** mailbox@staffshousing.org.uk  
  www.staffshousing.org.uk

- **Teachers Housing Association**  
  - New Park Gardens  
  **tel:** 0207 4409440  
  **email:** enquiries@teachershousing.org.uk  
  www.teachershousing.org.uk
Other useful contacts

• **Age Concern North Staffordshire**
  Provide information, advice, activities, befriending and support for people over 50 in Stoke-on-Trent, Newcastle-under-Lyme and Staffordshire Moorlands.
  tel: 01782 286209
  email: admin@acns.org.uk
  www.acns.org.uk

• **Meals on Wheels and Frozen Meal Service**
  Can deliver hot meals or frozen meals to people’s homes, when they are unable to cook or shop for food.
  tel: 0800 5610015

• **National Pensioners Convention**
  Campaigning for dignity, financial security and fulfilment for all older people across the UK.
  tel: 0207 553 6510
  email: info@npcuk.org
Older People

- **The Pension Service**
  Provides a wide range of information about the State Pension, Pension Credit, Winter Fuel Payment and related benefits.
  **tel:** 0845 606 0265
  **textphone:** 0845 606 0285

- **WRVS**
  Help and support older people to live well, maintain their independence and play a part in their local community.
  **tel:** 0845 601 0071
  www.wrvs.org.uk

- **Phonelink** - a service of Saltbox
  A free telephone befriending service for the over 60’s, who would enjoy a regular chat on the phone. Stoke-on-Trent city wide.
  **tel:** 01782 265651
Domestic Abuse

Short Term Supported Housing

- **Potteries Womens Refuge** - The Bluebell
  tel: 01782 822885
  email: pwrg@hotmail.co.uk

- **Refuge** - Asian Women’s Project
  tel: 01332 200027
  email: satinder_panesar@refuge.org.uk
  www.refuge.org.uk

...see also ‘Services for all’
Other useful contacts

• **National Domestic Violence Helpline**
  tel: 0808 2000 247
  www.nationaldomesticviolencehelpline.org.uk

• **Male National Domestic Violence Helpline**
  tel: 0808 8010327

• **Domestic Violence Team**
  - Arch (North Staffs)
  tel: 01782 205500 (Helpline)
  tel: 01782 683754 (Support and advice)

• **Savana (Sexual Violence Service)**
  tel: 01782 221000
  www.savana.org.uk
Mental Health Problems

Long and Short Term Supported Housing

- **Brighter Futures** - Housing and Social Care - Resettlement and Recovery
  tel: 01782 406000
  email: mandie.deakes@brighter-futures.org.uk
  www.brighter-futures.org.uk

- **North Staffs Mind** - North Staffs Mind Housing
  tel: 01782 824529
  email: housing@nsmind.org.uk
  www.nsmind.org.uk

- **Rethink**
  - Millicent House and Millicent House Housing
  tel: 01782 333675
  email: sue.smith@rethink.org.uk
  www.rethink.org

...see also ‘Services for all’

Other useful contacts

- **Staffordshire Mental Health Helpline**
  Freephone number available for anyone who has concerns about their mental health or that of someone they know.
  tel: 0808 800 2234
Mental Health Problems

- **Healthy Minds Network Stoke-on-Trent**
  Provides support for people with anxiety, depression and other common mental health problems.
  tel: 01782 828040
  email: duty.manager@rethink.org

- **SANEline**
  National out-of-hours telephone helpline.
  tel: 0845 7678000

- **The Clubhouse Network** - The American, The Observatory and twentyfourSEVEN
  Provides opportunities for people with lived experience of mental health problems to meet new people, get support, training and job opportunities. Lots of activities throughout the week, call for more information.
  tel: 01782 835220 (The American)
  tel: 01782 272799 (The Observatory)
  tel: 01782 234370 (twentyfourSEVEN)
  email: American.clubhouse@ntlbusiness.org

- **Changes**
  A user-led mental health charity.
  tel: 01782 289592
  email: changes.sot@ntlbusiness.com
  www.changes.org.uk
Offenders/
People at risk of offending

Short term supported housing

- **Arch (North Staffs)**
  - Ashwood Supported Housing
  tel: 01782 204479
  email: lisa.pedley@archnorthstaffs.org.uk
  www.archnorthstaffs.org.uk

- **NACRO** - Housing with support
  tel: 01332 273703
  email: dale.nicholson@nacro.org.uk
  www.nacro.org.uk

Floating Support

- **Heantun Housing Association**
  Floating support for high risk offenders.
  tel: 01902 571160
  email: val.morris@heantun.co.uk

...see also ‘Services for all’
Offenders/
People at risk of offending

Other useful contacts

• **Staffordshire Probation**
  tel: 01782 202800
  email: staffs.probation@staffordshire.gov.uk
  www.staffordshireprobation.org.uk

• **Brighter Futures** - Chepstow House
  Provides support and information to women who have offended or are at risk of offending.
  tel: 01782 208200
Learning Disabilities

Supported Housing

- **Choices Housing Association**
  - Choices Accommodation Based Services
  - **tel:** 01782 254000
  - **email:** info@choiceshousing.co.uk
  - www.choicesha.co.uk

- **Salvation Army** - Lovatt Court
  - **tel:** 01782 415621
  - **email:** adrian.stringer@salvationarmy.org.uk
  - www.salvationarmy.org.uk

- **Brighter Futures** - Learning Disability Service
  - **tel:** 01782 406000
  - **email:** mandie.deakes@brighter-futures.org.uk
  - www.brighter-futures.org.uk

...see also ‘Services for all’
Other useful contacts

- **Mencap**
  Valuing and supporting people with a learning disability, and their families and carers.
  tel: 0808 808 1111
  email: help@mencap.org.uk

- **Learning Disability Service**
  Provides specialist healthcare services e.g. adult respite, assessment and treatment, rehabilitation service for people who present with behaviour that challenges, a forensic rehabilitation service, day assessment and outreach and a multidisciplinary community learning disability team.
  tel: 01782 427635
  email: karinam.johnson@nsch-tr.wmids.nhs.uk

- **Reach**
  Support people with learning disabilities to choose the life they want to live.
  tel: 01782 747872
  email: reach@asist.co.uk
  www.asist.co.uk
Drug and Alcohol Problems

Short Term Supported Housing

- **Brighter Futures** - Hopwood House  
  tel: 01782 406000  
  email: emma.davis@brighter-futures.org.uk  
  www.brighter-futures.org.uk

- **CRI** - Eastgate  
  tel: 01782 594584  
  email: tracey.darlington@cri.net.co.uk  
  www.cri.org.uk

...see also *Services for all*

Other useful contacts

- **ADSI S**  
  Confidential service for alcohol users, their families and friends.  
  tel: 01782 271096  
  email: adminnorth@adsis.org.uk  
  www.adsis.org.uk
Drug and Alcohol Problems

- **Stoke-on-Trent Community Drug Service**
  Needle Exchange and confidential service for adult drug users, their families and friends.
  76-82 Hope Street, Hanley, ST1 5BY
  tel: 01782 219777

- **T3**
  Confidential drug and alcohol service for under 19s.
  tel: 01782 221090

- **Canalside**
  Confidential drug and alcohol service for adults.
  tel: 01782 221090

- **Safer City Partnership**
  Contact for details of drug and alcohol services in Stoke-on-Trent.
  tel: 01782 235708
  email: safer.citypartnership@stoke.gov.uk
Physical or Sensory Disabilities

Long Term Supported Housing

- **Sanctuary Midlands** - Brookes Court  
  **tel:** 0800 023 4503  
  **email:** Midlands@sanctuary-housing.co.uk  
  www.sanctuary-housing.co.uk

...see also ‘**Services for all**’

Other useful contacts

- **RNIB**  
  Supporting blind and partially sighted people.  
  **tel:** Helpline - 0303 123 9999  
  **email:** helpline@rnib.org.uk  
  www.rnib.org.uk

- **RNID**  
  Offers free confidential and impartial information on a number of subjects including hearing aids, equipment, tinnitus, communication, employment, legislation and benefits, as well as many issues relating to deafness and hearing loss.  
  **tel:** 0808 8080123  
  **textphone:** 0808 808 9000  
  **sms:** 07800 000360  
  **email:** informationline@rnid.org.uk  
  www.rnid.org.uk
Physical or Sensory Disabilities

• **Disability Resource Team**
  Advice and support for people with long term disabilities, about how to live as independently as possible in their own homes.
  **tel:** 01782 235200  
  **minicom:** 01782 235285  
  **email:** drt@stoke.gov.uk

• **Disability Solutions**
  Advice and information on benefits and finance, mobility and access, equipment and aids, holidays and leisure, training on awareness and Disability Discrimination Act.
  **tel:** 01782 683800  
  **minicom:** 01782 683804  
  **sms:** 07797 801397  
  **email:** general@disability-solutions.net  
  www.disability-solutions.net

• **Access Team**
  The Access Team is the main point of contact for access issues relating to disability.
  **tel:** 01782 232236 or 236667  
  **minicom:** 01782 236919  
  **email:** disabledaccess@stoke.gov.uk  
  stoke.gov.uk
People with HIV/AIDS

Floating Support

- **Staffordshire Buddies**
  - Positive Housing Support
  - **tel:** 01782 201251
  - **email:** jenny.crowther@staffordshirebuddies.co.uk
  - [www.staffordshirebuddies.co.uk](http://www.staffordshirebuddies.co.uk)

...see also ‘Services for all’

Other useful contacts

- **Sexual Health Line**
  - Free confidential information and advice on sexual health.
  - **tel:** 0800 567 123

- **National AIDS Trust**
  - **tel:** 0207 8146767
  - **email:** info@nat.org.uk
  - [www.nat.org.uk](http://www.nat.org.uk)

- **Terence Higgins Trust**
  - Information, support and advice on HIV and sexual health.
  - **tel:** 0845 1221 200
  - **email:** info@tth.org.uk
  - [www.tth.org.uk](http://www.tth.org.uk)
Typical Customer Journey - Supported Housing

- You have nowhere to live, or
- Need support to get the skills you need to live on your own

- Move into Supported Housing

- Get support to learn new skills and gain self esteem and confidence
- Reach your goals

- Get support finding somewhere to live on your own

- Move into your new home
- Carry on getting support to live independently

- Stop getting support
- Live on your own with the skills you need
Typical Customer Journey - Sheltered Housing

- You can’t live in your own house anymore, or
- You need support to live independently, or
- You want more safety and security, or
- You’re lonely living on your own

- Move into Sheltered Housing

- Carry on living independently
- Have an active social life
- Feel safe and secure

- Get support to continue living independently
- Get support finding daytime activities
- Reach your goals
Typical Customer Journey - Floating Support

- Finding it difficult to keep your house, or
- Need support finding things to do

- Achieve your goals

- Stop getting support

- Start getting floating support

- Get help to learn new skills and gain self esteem and confidence.
- Get help with skills to maintain your home
- Get help finding daytime activity

- Keep your home
- Carry on living independently
- Feel fulfilled in your daily life
Contact

tel: 01782 232123
fax: 01782 232217
text: 07786 200700
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