



NORTHAMPTON
PARTNERSHIP HOMES

Your housing support service

Everything you need to know about your housing support service



Daphne the NPH Bus

Come & speak to us if you have any housing enquiries!



We want to make sure that our residents, as well as the wider community, have the chance to talk to us and tell us what you think. So, our community bus, Daphne, visits neighbourhoods across Northampton on a regular basis. This means you can speak to our team and get help with any queries you have without having to travel too far!

While on board, you will be able to:

- Access online services;
- Report issues;
- Speak to officers about your tenancy and your neighbourhood;
- Find out about new developments;
- Hear about opportunities to get involved with NPH;
- and much more.

Find out when we'll be in your neighbourhood by going to our Facebook page 'NPH Connect' or on our website: www.nph.org.uk/daphne-nph-bus



What is housing support?

The housing support team provides a free of charge service to all of our tenants and leaseholders.

The main aim of the team is to support tenants who have difficulties in managing their tenancy. We want to help tenants maintain a successful tenancy and live independently.

What support do you offer?

We are committed to making sure you get the support and help you need.

Our support workers will speak with you and carry out an assessment to make sure you get the best support possible. We call this a **person centred approach**.

Our housing support officers can support you on a long term basis if you need it, this could be for as long as 2 years.

All of our officers can help with a variety of support needs. These include:



- Mental health
- Care leavers
- Vulnerable young people
- Victims of domestic abuse



- Teenage parents
- Learning disabilities
- Drug issues
- Alcohol issues



- Older people
- Anti-social behaviour
- Hoarding
- Ex-offenders



What can you help with?

After assessing your support needs, we can:



- Help you to budget and manage your money.
- Support you to claim the benefits you are entitled to.
- Help you settle into a new home, and help with setting up bills such as with your gas and electricity supplier.



- Signpost you to other services and support providers.
- Accompany you to appointments and meetings.



- Support you to develop skills needed to maintain your tenancy and live independently.
- Help with the installation of emergency equipment if needed.

What can't you help with?

We can't help you with:

- Monitoring or assisting with taking medicines or tablets.
- Doing housework, cooking or carrying out repairs for you.
- Attending clubs or activities, or participating in social events.
- Providing you with personal care, or help with washing and dressing.
- Advice on financial products or services.
- Giving counselling.
- Lending you money.

If you need any of the above support, we will help you to:

- Access counselling and support services.
- Apply for care home services.
- Report repairs so next time you can do it independently.





Housing Support Service Charter

We are proud to provide a free, in-house support service to our tenants who are vulnerable and in need of support, whether this is for a short or long period of time. We are especially proud that our service has been externally assessed and judged to be “outstanding”.

Our charter sets out what you can expect from us, and just as importantly, what we expect from you when you use the service. This charter helps us to deliver an excellent service to you, and outlines our commitment to providing you with a high quality housing support service.

What you can expect from us:

- You will have the right to have your needs assessed, and if we cannot meet them, we will either signpost you to the most appropriate agency or make a referral to them on your behalf.
- Your case will be assessed and if it is deemed that support is necessary, we will rate the priority as either low, medium or high. Our response times will reflect the priority given.
- You will be allocated a housing support officer and given their contact details if you are assessed as needing support.
- We will make a copy of your support plan available to you, if you request it.
- Your support plan will be personal to you and regularly monitored by your support officer.
- You will receive high quality support that is right for you. You will be involved in all decisions we make, when appropriate.
- We will treat you with dignity and respect.
- We will support and empower you to make informed choices, and make sure you get the right support at the right time.
- We will actively listen to you.
- We will respect your right to privacy.
- You will be treated fairly, sensitively, and without discrimination.
- We will keep you updated throughout your case and seek your views.
- We will encourage you and help you to reach your potential.
- We will take any complaint you make seriously, investigate the issues raised, and provide you with timely feedback.
- We will help you to feel safe, and protect you from abuse, neglect or avoidable harm wherever possible.



What we expect from you:

We want to provide you with the highest level of service as possible. In order to do so, we will require a number of things from you. These include the following:

- **Honesty** - you must tell us the issues, how long you have been experiencing them and how they're affecting you.
- **Cooperation** - we expect you to fully cooperate with us, and act on any reasonable requests and instructions.
- **Timely action and information** - you must ask for help as soon as you think you need it, and provide information as quickly as possible when we request it from you.
- **Respect** - you must respect your support officer and all other employees who are delivering a service to you.
- **Time keeping and appointments** - you must be on time and keep to any appointments we make for you. If this isn't possible, you must tell us so that we can rearrange the appointment.
- **Personal conduct** - we know that people can act out of character when under stress. However, you must not be abusive or aggressive to any NPH employee, contractor, agent or third party either in person or in writing. If you act in an unacceptable way, we may withdraw our service from you immediately.
- **Let us know** - we would like to know when we deliver an excellent service to you, so please take the time to give us feedback on our service. We want to hear about any positive or negative experiences. We recognise that we don't always get it right, so it's just as important that you let us know when we haven't met your expectations.

Contact us

Your housing support officer will provide you with a folder which includes their contact details, appointment information and other things you need to know. Keep this safe so you can get in touch with them.

There may be times when you need to contact us directly. You can get in touch in any of the following ways:



tenancysupport.nph@nph.org.uk



www.nph.org.uk



Main NPH number

0300 330 7003

Housing support helpline

01604 838462



Northampton Partnership Homes

The Guildhall
St Giles Square
Northampton
NN1 1DE



Useful contacts

Mental health support:

If you need emergency help:

Get advice from 111 if:

- You need help urgently for your mental health, but it's not an emergency; or
- You're not sure what to do.

111 will tell you the right place to get help if you need to see someone.

Call 999 or go to A&E if:

- Your life is at risk - for example, if you have seriously injured yourself or taken an overdose.
- You do not feel you can keep yourself or someone else safe.

A mental health emergency should be taken as seriously as a physical one. You will not be wasting anyone's time.

The Samaritans - 116 213 (freephone). Lines are open 24 hours a day, 365 days a year.

Northamptonshire 24/7 mental health hotline support - 0800 448 0828

Shout messaging service - text SHOUT to 85258.

Mind Infoline - 0300 123 3393. Open 9am - 6pm, Monday to Friday.

Mind Legal Line - 0300 466 6463. Open 9am - 6pm, Monday to Friday providing legal information and advice on mental health related law.

Food banks:

Weston Favell Food Bank - Call on 07467 074296 or email on info@westonfavellcentre.foodbank.org.uk

Northampton Food Bank - You need to be referred by a local agency. Go to <https://www.restorenorthampton.org.uk/food-bank> to find a list of local agencies that can help.

Domestic abuse:

If you are in immediate danger, call 999.

Northamptonshire Domestic Abuse Service - Contact the helpline 24 hours a day on 0300 012 0154. You can also email on advice@ndas.co or visit the drop-in service at 13-15 Hazlewood Road, NN1 1LG.

Sunflower Centre - call the team on 01604 888 211 or email sunflowercentre@northants.pnn.police.uk. Open 9am - 6pm, Monday - Friday.

Advice Services

Central and East Northamptonshire Citizens Advice (Northampton) - Call 03444 111 444 for advice on debt, benefits, employment, housing, family and consumer issues. Go to www.cencab.org.uk for up to date information on services and online advice.

Northampton Community Law Service - Call the team on 01604 621038 Monday - Thursday, 10am - 2pm and Friday 10am - 1pm, or email on enquiries@communitylawservice.org.uk. Go to www.communitylawservice.org.uk for more information.





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