

# Community support service

Support for people living independently



# Community support service

## Translations

For help with translations, or if a large type, Braille or audio summary would be useful, please contact the Southern Housing Group Service Centre on **0300 303 1772**.

### Arabic

لمساعدتك في الترجمة يرجى الاتصال بمركز الخدمة على هاتف 0300 303 1771.

### Bengali

অনুবাদ সাহায্য পেতে হলে সার্ভিস সেন্টারে 0300 303 1682 নম্বরে ফোন করুন।

### French

Si vous souhaitez recevoir de l'aide avec vos traductions, appelez le 0300 303 1771.

### Somali

Wixii ah caawimo turjumaan ka soo wac Xarunta Adeegga telefoonka 0300 303 1771.

### Spanish

Si necesita que le ayudemos con alguna traducción, llámenos al 0300 303 1771.

### Turkish

Tercüme konusunda yardım için 0300 303 1683 'den Hizmet Merkezi'ni arayın.

## *The service we offer*

We provide a support service for people in the community who need help to continue living independently in their own homes.

The support we offer is housing-related and follows the Supporting People outcome framework to help service users:

- achieve economic well being
- enjoy and achieve
- be healthy
- stay safe
- make a positive contribution.

The cost of this service is funded by Supporting People and each service user has a support plan setting out the support they will receive. This support could include assisting a service user to:

- maximise their income, including ensuring they are getting the right benefits
- reduce their overall debt
- get and maintain paid work
- take part in training or education
- participate in leisure, cultural or faith activities, or informal learning opportunities, that they have chosen for themselves

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- make contact with external services, friends and family
- manage their physical and mental health better
- manage problems with substance misuse better
- manage independent living better, with the help of specialist technology
- remain in their home and avoid eviction
- comply with statutory orders and processes
- manage self harm problems better
- have greater choice, involvement and control when it comes to the services they receive and in the wider community.

## South Wight HA residents

The community support service also works closely with service users living in supported housing managed by South Wight Housing Association, helping people make the move to more independent living.

Our service doesn't include:

- personal care such as washing and dressing
- cleaning services
- any medical involvement.

These services can be delivered through a purchase agreement with our registered domiciliary care agency.

## *Who qualifies?*

To qualify for our support, the service user must:

- have a diagnosed mental health problem or a learning disability
- be vulnerable and in need of support
- understand the purpose of the scheme and the role of the community support worker
- agree to regular visits from the community support worker.

## *How to access the service*

Our service users are referred to us by one of the statutory agencies, such as the community mental health teams, social services, the council's housing department or the probation service, using a Supporting People referral form.

We aim to respond to all referrals within seven working days of receiving all the information we need.

We will always notify applicants and referral agencies of our decision.

## Contact us

Phone us on **01983 522 479**

Email us at  
**[swha.communitysupport@shgroup.org.uk](mailto:swha.communitysupport@shgroup.org.uk)**

Write to us at **South Wight Housing Association,  
The Courtyard, St Cross Business Park, Newport,  
Isle of Wight PO30 5BF**