

Chapter 4:

Helping you stay independent in your own home

Chapter summary:

In this chapter we review:

- n Haringey's Supporting People programme including floating support services
- n Supported housing for people with mental health problems
- n Housing services including support for homeless people

Supporting People

Supporting People (SP) funds housing support, practical assistance and advice that help vulnerable people stay independent. If you are homeless, Supporting People services can help you access housing and set up a new home. Alternatively, if you are at risk of losing your home Supporting People services will try to prevent this by helping you to increase benefits, tackle rent arrears and by helping resolve problems with your landlord and neighbours. If you have been a victim of crime or are being harassed or bullied the Supporting People services can also help you by liaising with the police, the anti-social behaviour team and Victim Support. Supporting People services can also offer you practical advice on how to prevent crime.

By tackling problems as they arise and providing early help and support, Supporting People services aim to prevent break downs and the need for hospitalisation. Supporting People services can provide emotional support and some counselling to help you develop the solutions to your own problems.

Supporting People services can help you access a family doctor and other healthcare services. In addition Supporting People services can also help you access education and training and help you find employment. They will also help you develop your social networks.

Haringey's Supporting People programme funds over 350 supported housing units specifically for people experiencing mental ill health. To use Supporting People services you would need to move to the property to which the support service is attached. The accommodation offered by the service can be a self-contained flat, a house share with other people with similar needs or a hostel where kitchen and bathroom facilities are shared. The level of support on offer can range from a visit once a week, to support that is available 24 hours a day seven days a week. These services can generally be accessed by a care manager making a referral to the council's housing service at:

Haringey Vulnerable Adults Team (VAT)

Haringey Council

1st Floor

Apex House

820 Seven Sisters Road

Tottenham N15 5PQ

Tel: 020 8489 4765

Fax: 020 8489 4292

For more detailed information on these services see the section in this chapter on supported housing for people with mental health problems.

In addition there are three floating support services that you can contact directly by telephone. Floating support targets the over 60s, single adults and couples without children and families. See the section below on floating support services.

Supporting People offers a wide range of other services for people with mental health problems, teenage parents, people at risk of offending, refugees, single homeless people, homeless families, domestic violence survivors, people involved with substance misuse, people with a learning disability and people with HIV/AIDS.

Supporting People also funds the warden support offered to sheltered housing tenants and the community alarm and care and repair services. See the section in this chapter on supported housing for older people.

The council's Supporting People team visits supported housing services to look at how well they are performing. The team asks people using supported housing services for their views on how good their service is and what they think should be changed or improved. If you want to find out more about assessments of supported housing services then please contact:

Supporting People

40 Cumberland Road

Wood Green N22 7SG

Tel: 020 8489 3316

Fax: 020 8489 3303

Email: supporting.people@haringey.gov.uk

A pamphlet entitled 'Supporting People in Haringey explained' and a summary of the Supporting People Strategy 2005 - 2010 can be found on the council's website at:

http://harinet.haringey.gov.uk/index/social_care_and_health/adultsandolderpeople/supporting_people1/supportingpeopleexplained.htm

Floating support

Floating Support services are not tied to any particular type of accommodation or property and they generally don't require you to move in order to receive housing related support. They can offer you support in your own home, whether you live in private, council or housing association property. Floating support services are also able to support you if you are homeless and in temporary accommodation waiting permanent housing. The service can also help you if you are in hospital awaiting discharge or if you have no fixed address and may need support in accessing housing. The support offered is generally low level with a support worker visiting once a week or possibly once every two weeks, depending on your needs.

The service can help you secure housing, maintain your home, claim benefits, manage money better, find a college course or a job, make friends, register with a family doctor and access other local services and facilities.

The service will also do some things on your behalf, including sorting out outstanding bills likely to cause disconnection and speaking on your behalf if you don't feel able. However, these services aim

to build self-confidence and skills, enabling you to manage your own life, eventually without the need for support.

All three services, Key Support, 60+, and HARTS are free and open to all. You can make a direct referral yourself. A professional or agency acting on your behalf can also contact the services. Once a referral is received the support service will carry out an assessment of your needs and they will then work out a plan to support you, this will be reviewed regularly.

The Key Support service works with single adults and couples without children between 16 and 60. 60+ works with single older people over 60 and HARTS works with vulnerable families with children under 16. In addition to the areas referred to already the HARTS service is able to support families in building better relationships with their children's school, improve parenting skills, accessing low cost and good quality childcare and helping parents with mental health problems to use local services for children.

If English is not your first language then these services can provide a support worker who can speak other languages.

[HARTS for Families](#)

1-7 Corsica Street
Highbury N5 1JG
Tel: 0845 303 2350
Fax: 020 8826 1701
Email: harts@circle33.org

[KeySupport](#)

7 Willoughby Road
Turnpike Lane N8 0HR
Tel: 020 8347 2327
Fax: 020 8348 0418
Email: keysupport@patchwork.org.uk

60+ in Haringey

Block 27F, Units 3/4/5/6

N17 Studios

784-788 High Road

Tottenham N17 0DA

Tel: 0800 652 6100

Supported housing for older people

If you are over 55, or part of a couple over 55 years you may qualify for your own self contained flat with either the council or housing association where a sheltered warden support service is offered. Generally this type of supported housing is provided in blocks of flats specifically for older people and the warden will generally keep an eye on tenants offering practical help and advice. Tenants may also be able to get assistance in cleaning their flats and dealing with other domestic tasks such as laundry.

If you want to find out more about older person supported housing then contact:

Supported Housing Assessments

Woodside House

294 High Road

Wood Green N22 8YX

Tel: 020 8489 2367

Fax: 020 8489 2393

Email: anne.pollock-taylor@haringey.gov.uk

Metropolitan Care & Repair

The Chocolate Factory

B303 Clarendon Road

Wood Green N22 6UH

Tel: 020 8829 8310

Fax: 020 8829 8350

Email: sfal@mht.co.uk

Service: Metropolitan Care & Repair helps elderly and disabled homeowners to repair, improve and adapt their homes. We also run a gardening scheme, hospital discharge and anti-burglary support project.

Council Community Alarm Service

Social Services

Woodside House

294 High Road

Wood Green N22 8YX

Tel: 020 8489 2365

Fax: 020 8489 2393

Service: The council's Community Alarm service provides a 24-hour, 365 day, emergency monitoring and visiting support service to the elderly and vulnerable people living in their own home. It provides emergency monitoring to victims of domestic violence and racial harassment.

Housing services

Haringey Mental Health Service recognises that for most of us, our lives centre on our homes. The speed of your recovery can be affected by your home life and housing circumstances.

If you are experiencing mental distress you may be entitled to be housed by the council. Your entitlement will depend on your personal circumstances and your particular needs. If you have a housing need it is important that you discuss it with your care co-ordinator who will be able to contact other professionals on your behalf.

All planning for residential and supported housing is done in partnership with housing, social services, the Barnet, Enfield & Haringey Mental Health Trust and Haringey Teaching Primary Care Trust (TPCT). Haringey Council purchases and supports a range of residential placements and supported housing schemes for people with mental health problems.

What if I am homeless?

If you are homeless you have the right to ask any local authority for housing - although it is recommended that you approach the authority where you last had a permanent address. The council provides a number of services that will be able to help homeless people listed below. However, if you are homeless and without anywhere to stay while seeking help, you should call the emergency line on 020 8348 3148.

If you are or will be homeless, you or a professional working with you can contact the Vulnerable Adults Team (VAT) for help and advice. The VAT team will carry out an assessment of your needs and make appropriate referrals for accommodation to be made.

Haringey Vulnerable Adults Team (VAT)

Haringey Council

1st Floor

Apex House

820 Seven Sisters Road

Tottenham N15 5PQ

Tel: 020 8489 4765

Fax: 020 8489 4292

Service: Based with the Housing Options team, the VAT are the focal point for single people with (mental health issues and) housing problems. The team works with other agencies to place people in supported housing and assist the recovery process towards independent living. The team has close links to partner organisations HAGA and DASH for those who are addressing their drug or alcohol problems. The team includes staff from both mental health and housing backgrounds.

Alternatively, you may be referred to the Homeless Persons Unit who may be able to provide temporary accommodation. You or a professional working on your behalf needs to make an appointment with the HPU who will advise you on which documents you will need to bring to the meeting so that you can make a housing application.

Homeless Persons Unit (HPU) - Prevention and Options Team

Apex House,
820 Seven Sisters Road
Tottenham N15 5PQ

Telephone: 020 8489 4359

Service: The HPU operates an appointment system and so you should telephone the HPU for an appointment before you attend. The HPU will advise you on what housing options may be available.

What if I'm experiencing housing problems?

If you are not homeless or threatened with homelessness imminently but have housing problems the council may be able to help you.

If you are a council tenant, you should contact your housing officer on any issues relating to your accommodation. The main council switchboard 020 8489 0000 will be able to put you through to your housing officer/the team responsible for your home.

If you are private tenant or owner-occupier experiencing problems the Prevention and Options Team may be able to help.

Prevention and Options Team

Apex House
820 Seven Sisters Road
Tottenham
N15 5PQ

Tel: 020 8489 4359

Service: The Housing Advice team deals with private tenants or owner-occupiers who experiencing housing difficulties, including: disrepair, rent or mortgage arrears, harassment, problems with your landlord and illegal eviction.

Housing Registration

Apex House

820 Seven Sisters Road

Tottenham N15 5PQ

Phone: 020 8489 4233

Fax: 020 8489 4292

Service: People wishing to make an application for housing should contact the Housing Registration team. The team will be able to send people application forms and explain the process and documentation required when making applications. Alternative housing applications can be collected from all council Customer Care centres.

Residential care homes

In addition to its residential care home service for older people (020 8489 0000), the council commissions mental health residential placements from specialist care home providers. Before this type of residential care is offered, a full assessment of your needs will be undertaken and discussed with you. People should contact their care co-ordinator to discuss what options may be available.

Supported housing for people with mental health problems

Alexandra Road Crisis Unit

32 Alexandra Road

Hornsey N8 0PP

Tel: 020 8365 7287

Fax: 020 8888 9829

Service: This service provides short-term respite for people who are experiencing mental and/or severe emotional distress with 24-hour support as an alternative to hospital admission. People are able to self refer. A professional risk assessment will be required.

Aran Homes Limited

37 Truro Road

Wood Green N22 8EH

Tel: 020 8889 4244

Email: aranhomes@btconnect.com

Service: 24-hour cover with sleep-in staff. Advice, advocacy and development of social and domestic skills, counselling and emotional support.

Arbours Association

6 Church Lane

Hornsey N8 7BU

Tel: 020 8340 7646

Email: info@arboursassociation.org

Website: www.arboursassociation.org

Service: 24-hour cover with sleep-in staff. Advice, advocacy and development of social and domestic skills, counselling and emotional support.

Bridge Link Community Care Limited

178 Princes Avenue

Palmers Green N13 6HL

Tel: 020 8888 7016

Email: Bridgelink02@hotmail.com

Service: Day-time staff on site with emergency call out, floating and visiting support, peripatetic warden.

Carr-Gomm

270 -272 Camden Road

Camden NW1 9AB

Tel: 020 7482 2048

Email: info@carr-gomm.org.uk

Website: www.carrgomm.org.uk

Service: Provides three housing schemes in the borough with different levels of support. Day-time staff on site with emergency call out. Floating and visiting support. Advice, advocacy, help in finding other accommodation and developing social and domestic skills.

[Hornsey Housing Trust](#)

62 Mayfield Road

Hornsey N8 9LP

Tel: 020 8340 6374

Service: Day-time staff on site, emergency call out and alarm system. Floating and visiting support. Advice, advocacy and help finding other accommodation. Development of domestic, personal skills including personal safety.

[Mind in Haringey Housing](#)

Station House

73c Stapleton Hall Road

Stroud Green N4 3QF

Tel: (020) 8340 2474

Service: Mind in Haringey operates two housing teams in the borough: The Mind Independent Living Team and the Milton Park Supported Housing Team.

[The Mind Independent Living Team](#)

Have a mix of flats and shared housing (including a Refugee Floating Support Scheme). Referrals need to come from a worker at the Vulnerable Adults Team (Prevention and Options) or, if you are in St Ann's Hospital, from your key nurse. If you are interested in the Refugee Floating Support Scheme you can be referred through a variety of sources, e.g. a hostel.

[Milton Park Supported Housing Scheme](#)

Run a number of housing schemes for adults who have experienced mental health problems. They include; Brampton Park Supported Housing Scheme, Hornsey Vale Scheme, Philip Lane Scheme (single sex accommodation) and Milton Park Supported Housing Scheme.

[Parkcare Homes](#)

Craegmoor Healthcare Limited

Craegmoor House

Perdiswell Park

Worcester WR3 7NW

Tel: 01905 459 800

Website: www.craegmoor.co.uk

Email: enquiries@craegmoor.co.uk

Service: *Wood Green property with 24-hour cover including sleep in staff and emergency call out. Advice, advocacy and help finding other accommodation. Development of domestic, personal skills including personal safety.*

[The Philadelphia Association](#)

4 Marty's Yard

17 Hampstead High Street

Hampstead NW3 1QW

Tel: (020) 7794 2652

Website: www.philadelphia-association.co.uk

Service: *Day-time staff on site and emergency call out. Floating and visiting support. Counselling and emotional support, advice and support on home improvement. Advocacy and development of personal and social skills.*

[PentaHact](#)

Britannia House,

1st Floor

960 High Road

North Finchley N12 9RY

Tel: 020 8343 8897

Website: www.pentahact.org.uk

Service: *PentaHact provides a range of services to people with learning disabilities, autism and mental health problems. Services include shared houses and assessment centre for people with mental health problems. 24-hour support in people's homes.*

[Psychiatric Rehabilitation Association \(PRA\)](#)

PRA Services

Bayford Mews

Bayford Street

Hackney E8 3SF

Tel: 020 8985 3570

Website: www.pra-london.co.uk

Service: *The PRA (Psychiatric Rehabilitation Association) is a self-help organisation. The PRA has developed a wide range of community care facilities aimed at stimulating those recovering from mental illness and thus leading to greater initiative and social awareness.*

St Lucy Lodge

294 Phillip Lane

Tottenham N15 4AD

Tel: 020 8808 6669

Email: Slodge@yahoo.co.uk

Service: *24-hour cover with sleep in staff. Developing domestic, personal and social skills. Help managing finances, improving personal safety. Emotional support and counselling.*

St Martin of Tours Housing Association

318-320 St Paul's Road

Highbury N1 2LF

Tel: 020 7704 3820

Fax: 020 7704 3832

Email: enquiries@stmartinoftours.org.uk

Website: www.stmartinoftours.org.uk

Service: *24-hour cover. St Martins provides housing and services in London for people with mental health problems, ex-offenders and people at risk of offending. It supports service users to reintegrate into the local community, in order to live more independently.*

Step Forward/ Metropolitan Housing Trust

Suite B

303 Chocolate Factory

Clarendon Road

Wood Green N22 6XJ

Tel: 020 88298335

Fax: 020 8829 8350

Email: iain.carruth@mht.co.uk

Service: *Step Forward is dedicated to helping people who need support to live independently in their own homes. It provides practical and emotional help to individuals who are vulnerable, isolated or excluded in their communities.*

Tulip Mental Health Group

5 River Park Road

Wood Green N22 7TB

Tel: 020 8889 6921

Fax: 020 8365 7343

Email: info@tulip.org.uk

Website: www.tulip.org.uk

Service: Tulip Mental Health Group provides six bed spaces in a Registered Residential Care Home called Holmdale Terrace. The residents are all service users with severe and enduring mental health problems, many of whom have spent considerable amounts of time in hospital and are looking to develop and re-learn lost skills. Access to the service must be by formal referral and funding from statutory services.

Tulip Mental Health Group also provides 28 units of supported housing, some of which are in independent flats and others of which are in shared accommodation. 14 of these units are largely shared, in a purpose-built block with 24-hour staffing. All service users are experiencing severe and enduring mental health problems and many of them will have additional complex needs including drug and alcohol issues. The remaining 14 units are in independent flats in the community, the majority of which are self-contained. All service users are experiencing severe and enduring mental health problems and many of them will have additional complex needs including drug and alcohol issues. Access to all Tulip's supported housing must be by formal referral from statutory services.

Ujima Housing Association

Ujima House

388 High Road

Wembley

Middlesex HA9 6AR

Tel: 020 8733 0733

Fax: 020 8795 5220

Email: info@ujima.org.uk

Website: www.ujima.org.uk

Service: For those people who need assistance to keep on living in their own home, Ujima provides support through regular visits and help in practical tasks that help people keep their homes and live a full and varied life. Ujima provides support for those with a range of needs ranging from mental health, dementia and sickle cell; but also work with people who are refugees and asylum seekers and above the retirement age.

Other housing services

The Adult Placement Scheme

The Manager, Adult Placement Scheme

Adult Placement Scheme

Unit 5, St George's Estate

White Hart Lane

Wood Green N22 5QL

Tel: 020 8489 1693

Fax: 020 8489 1348

Service: This service provides people who are not able to live on their own with the opportunity to live in a family home. Adult Placement carers are council-approved and can give people the support and care they need. The scheme can offer long-term placements, short breaks and daytime care. Professional referrals only.

Cara Irish Housing Association

341a Seven Sisters Road

Tottenham N15 6RD

Tel: 020 8800 2744

Fax: 020 8802 4910

Email: office@caraha.org

Website: www.caraha.org

Service: Cara's core activity is to provide affordable housing and support primarily for Irish people. It manages nearly 400 homes in nine London boroughs as well as in Luton, Birmingham, Leicester and Coventry.

Hoffman Foundation for Autism

2 Park Avenue

Wood Green N22 7EX

Tel: 020 8888 8182

Website: www.hdvfoundation.org.uk

Service: The Hoffmann de Visme Foundation has over 40 years' experience of providing a range of services for adults within the autistic spectrum and with associated difficulties.

It's Your Move

Broadway

Chaucer House

White Hart Yard

London SE1 1NX

Tel: 020 7089 9524

Website: www.itsyourmove.org.uk

Service: Offers a range of practical resources online to support the resettlement of single homeless people. Information includes a handbook for those moving into a new home.

North London Action for the Homeless

The Church Hall

24-30 Bouverie Road

Stoke Newington N16 0AJ

Tel: 020 8802 1600

Website: nlah.org.uk

Service: NLAH provides information on furniture projects in the area.

St Mungo's Association Main Office

Old Street Office

6th Floor

207 Old Street

London EC1V 9PS

Tel: 0207 549 8200

Fax: 0207 549 8201

Email: info@mungos.org

Website: www.mungos.org

Service: St Mungo's is a homelessness agency and housing association which began in 1969 and now offers support and care for over 1400 vulnerable men and women in over 70 housing projects, leading London's services for people who are homeless and vulnerable.