

## > How can we help?

These are some of the things we can help you with:

- General counselling and support such as: advice on preparing food, befriending, helping you meet people and reminding you to do things
- Helping you keep your home safe and in good condition
- Advising on use and repair of domestic equipment and appliances
- Helping you to engage with others who are interested in helping you
- Advising on budgeting, debt counselling, and benefits claims
- Help you deal with relationships, or disputes with your neighbours
- Assisting you if you move to a new home.

## > The organisation

Sacro's Housing Support Team is made up of the following staff:

### Team Leader

The Team Leader is the person responsible for the housing support service in Dumfries and Galloway.

### Support Workers

The Support Worker is the person who will visit you, in your accommodation, on a weekly basis to help you with your support plan.

Together, these people will help you to gain the independence you need to maintain your accommodation and become more actively involved in the community.

If you would like a translated version of this leaflet, please phone 0131 624 7270 or e-mail [info@national.sacro.org.uk](mailto:info@national.sacro.org.uk) quoting reference DUM/316.

This leaflet is also available in large print or Braille.

In order to make Sacro's services as widely available as possible, we have made every reasonable effort to facilitate easy access to all of our premises for disabled service users. Where this is not possible, we will arrange a suitable, alternative venue.

Bu broşürün çevirisini istiyorsanız, lütfen 0131 624 7270'i telefonla arayın veya eposta gönderip DUM/316 dosya numarasını söyleyin.

اگر آپ کو اس کتابچے کا ترجمہ درکار ہے تو براہ کرم 0131 624 7270 پر ٹیلیفون کریں یا [info@national.sacro.org.uk](mailto:info@national.sacro.org.uk) پر ای میل بھیجیں اور ریفرنس نمبر DUM/316 کا حوالہ دیں۔

欲索取這單張的翻譯版本，請電 0131 624 7270，或電郵 [info@national.sacro.org.uk](mailto:info@national.sacro.org.uk)，並說明檔案編號 DUM/316。

إذا كنت تريد نسخة مترجمة من هذه المنشورة الرجاء الاتصال برقم الهاتف 0131 624 7270 أو أرسل بريدًا إلكترونيًا إلى العنوان [info@national.sacro.org.uk](mailto:info@national.sacro.org.uk) وانكر الإشارة رقم DUM/316

এই পুস্তিকার অনুবাদ যদি আপনি পেতে চান তাহলে 0131 624 7270 নম্বরে ফোন করে অথবা ই-মেইল করে রেফারেন্স নম্বর DUM/316 উল্লেখ করবেন

Jeśli potrzebne jest tłumaczenie w polskiej wersji językowej, bardzo prosimy o kontakt pod numerem 0131 624 7270 lub drogą e-mailową [info@national.sacro.org.uk](mailto:info@national.sacro.org.uk) podając numer referencyjny DUM/316.

If you are uncertain about anything you have read in this leaflet or require further information, please do not hesitate to get in touch with the Service at:

### Sacro Housing Support Service

75 Buccleuch Street, Dumfries DG1 2AB

Tel: 01387 256827

Fax: 01387 731271

Mobile: 078 3360 2728

Web: [www.sacro.org.uk](http://www.sacro.org.uk)



SAFEGUARDING COMMUNITIES – REDUCING OFFENDING

Leaflet DUM/316



SOA Approved Centre

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## Housing Support Service



## Supporting People



SAFEGUARDING COMMUNITIES – REDUCING OFFENDING

## > How the service works

Sacro's Housing Support Service will help you gain the independence you want and need to live in your home and play a more active part in the community.

The support we provide works like this, and can last up to two years or until you have reached your goals:



### > Referral made

We will receive a referral from a social worker or prison liaison officer. We will take your details and decide whether we can meet your needs. If we can, we will arrange a visit to you to talk about what you feel you need from the support service.

### > Visit to you in your accommodation

Two members of our support team will visit you in your accommodation at a time convenient to you. This is a chance for them to meet you and listen to what you want from the service. They can also explain how the service will work.

### > Complete an assessment of your needs

In this first meeting the support workers and you will work out what areas you need support in and complete a formal assessment to make sure everyone is clear about the support required. At the end of this meeting, you need to agree that you want and need the support service. This will also be done formally and you will sign a declaration to confirm this. You will then be allocated a named support worker if one is available, or placed on our waiting list.

### > Support plan completed and goals set

After this first meeting, the project workers will work with you to make up an individual support plan. This will include the written declaration and assessment of your support needs. You will be allocated a specific support worker, who will come and meet with you again to go through the support plan. This will be a record of all the support you receive, and the agreed goals you want to achieve through our service.

### > Regular visits made to you and progress recorded

Once you have set up your support plan, you and your support worker will agree regular times for them to visit you. At each visit, you will have an opportunity to talk about how you feel you are progressing towards the goals you have set yourself. The support worker will help you with any problems or difficulties you may be having. These meetings are recorded in your support plan and signed by you, so that after three months you can look back through it and see how far you have come and how much you have achieved.

### > Three month review to assess your progress

Once you have been receiving support for three months, your support worker will meet with the service team leader to review your support. This is to make sure we are still providing the service you need and to see if your needs have changed. It is also a good opportunity for you to say how you feel the support is progressing, and raise any concerns or good points you have thought of.

### > You agree to continue or stop the support

At the end of the review, you will be able to see how close you are to meeting all of the goals you set yourself when you began receiving support from Sacro. We will also be able to see how well we are supporting you. If you decide you have met all your goals and you no longer need the service, this will be noted and your support will stop. Alternatively, the support worker may decide to refer you to another service which can meet your needs better. Or you can agree with your support worker that you have not met all your goals yet and want support to continue. If you decide to carry on receiving support, your regular visits will continue. A second review will take place in another three months.