

Supporting People in Bristol



A guide to
getting services
that can help



supportingpeople
supporting independence



This leaflet is about the Supporting People Services which provide help so people can improve their quality of life to keep their own home. It is called 'housing related support'. Supporting People services are organised by the council and all services are free to those on a low income.

The Supporting People Service

Do you need practical help to stay living in your home or to move to a new one?

If yes, then you may be able to get the help you need from Supporting People Services.

Are things happening in your life that makes it difficult for you to keep your tenancy or live at home? These could include:

- A family problem
- An illness or disability
- An addiction
- Can't deal with paperwork or communicate well
- Being alone with no one to help



If yes, read on, as you may be able to get the help you need from a **Supporting People Service**.

Supporting People Services are organised by the council through landlords and support providers. Sometimes this will mean living in a particular supported house or flat or agreeing for staff to visit you in your existing home to provide help.

Supporting People cannot help everyone who needs it as there is a limit to the money and staff available. In some cases there may be a waiting list. Services are not normally provided for people who are less than 18 years old, except in special cases agreed by the council.

The sort of help you might need and can be provided is listed below. The services provided must help you to live independently in your own home and you do not have to be a council tenant. You may need help in all or just some of these areas:

Helpful advice

- Looking after your money and paying your rent or other bills
- Keeping safe in and out of your home
- Learning how to cook, clean, do minor repairs and look after yourself



- Finding out about help available to overcome difficulties in moving around your home and using its facilities
- Help to sort out how to move into a new home and get all the things you need.

Dealing with your landlord or other services

- Filling in forms
- Speaking to the council or landlord
- Helping you to understand your rights and responsibilities
- Learning how to make appointments to see a doctor, nurse, social worker or solicitor

- Finding services to meet your cultural needs
- Working with any social, health or care worker you might have
- Learning how to report repairs to your landlord.

Looking after yourself

- Improving self confidence
- Discussing how to control feelings and anxieties better and finding the right help
- Learning how to get on with people better.

Meetings to help you

- Learning how to assess your own support needs
- Helping you to find and use emergency alarm or other health checking services
- Set times to meet and talk about any worries.

Making friends

- Help to find and introduce you to activities that interest you
- Learning about things that are happening in your community.



This help is free to those on housing benefit or on an assessed low income.

Help can be provided for a short time, occasionally, or for life.

Supporting People Services **cannot** help with the following:

- Paying for Care or home care services
- Providing food or meals
- Building maintenance
- Medical services
- Help that should be provided by your landlord.

How to find help

- If you are homeless you should call for emergency advice on 0117 914 1188 or out of hours 0117 922 2050. If need be they will put you in touch with Supporting People Services.
- If you are in crisis contact The Adult Community Care duty desk on 0117 903 6684. If need be they will put you in touch with Supporting People or other care and health services.
- For Domestic Abuse help call 0800 6949 999 or 0117 925 0680.
- Contact your landlord who may also provide Supporting People services or help you find one.
- Contact the Supporting People team on 0117 352 5236, text phone 0117 352 5377 or fax 0117 352 5369 for a list of service providers.



- You can also contact Supporting People Service providers directly.
- A list can be found on the council web site www.bristol.gov.uk/supportingpeople
- For information on services available across the country you can visit the web site: www.spdirectory.org.uk

What can you expect

- Confidential advice and to be treated with respect
- A professional initial assessment of your needs
- If you are eligible, a referral to an appropriate service



The service provider will carry out a detailed assessment of your needs and, if accepted, agree a 'support plan' with you and make sure it is delivered.

All providers are checked to make sure they reach agreed standards for the service they give.

If you have access to the Internet, you can find out more on www.bristol.gov.uk/supportingpeople

Don't forget you can get free access at the Library. The Central Library has additional support available. Help will also be available at any council access point and main council offices.

Complaints, comments or compliments

The council is committed to providing a high quality service to all its' customers. We welcome feedback and if you want to compliment, comment or complain about the service you received, you can do so at any customer service point. You will be provided with a leaflet giving more details about how to give us feedback. Further information can also be obtained from the council's website (www.bristol.gov.uk)



How to Contact Us

If you need to contact the **Supporting People Service** details are set out below.

General Enquiries: 0117 352 5236

Textphone: 0117 352 5377

Fax: 0117 352 5369

By Post: Supporting People Service, 2nd Floor,
St Anne's House, St Anne's Road, Bristol BS4 4AB

By E-mail: supportingpeople@bristol.gov.uk

By Internet: www.bristol.gov.uk/supportingpeople

Customer Service Points

If you would like to see someone in person you can visit any Customer Service Point. Please note opening hours are Monday, Tuesday and Thursday from 8.30am to 5pm, Wednesday 10.30 am to 5pm and Friday 8.30am to 4.30pm.

Ashley

Ashley House
98-100 Grosvenor Road,
St Pauls,
Bristol BS2 8YA.

Hartcliffe:

Symes House,
Peterson Square,
Hartcliffe,
Bristol BS13 0BD.

The Hub

Tel: 0117 914 1188
Textphone:
0117 914 1191
Fax: 0117 9141189

Bedminster

Zion House,
Coronation Road,
Bedminster,
Bristol BS3 1AN.

Knowle

Salcombe House,
147 Salcombe Road,
Knowle,
Bristol BS4 1AB.

The Hub is an advice service for people without dependent children. It aims to prevent homelessness by providing a multi agency housing advice service.

Easton

Guild Heritage House,
Braggs Lane,
St Judes,
7Bristol BS2 0DN.

Lawrence Weston

Ridingleaze House,
Ridingleaze,
Lawrence Weston,
Bristol BS11 0QE.

Fishponds

Robinson House,
Hockeys Lane,
Fishponds,
Bristol BS16 3HL.

Southmead

Southmead House,
Greystoke Avenue,
Southmead,
Bristol BS10 6BC.

Out of hours emergencies

Tel: 0117 922 2050
Textphone: 0117 922 3892
Fax: 0117 922 2379

If you are unsure which team you need or you have a customers' services related enquiry you can email customer.servicepoints@bristol.gov.uk

Adult Community Care

To find out more information about services provided, please contact

Adult Community Care Duty Desk

Telephone:

0117 903 6684

Fax: 0117 903 6688

Text phone:

0117 903 6689

Email: adultcare@bristol.gov.uk

or look at the council's web site at: www.bristol.gov.uk/adultcare

You can also call in at the Adult Community Care offices listed.

Our offices for Adult Care Services:

- Beam Street, Barton Hill, Bristol, BS5 9QR
- Clifton District Office
Upper Belgrave Road,
Blackboy Hill, Bristol
BS8 2XR
- Lyddington Road
Monks Park, Bristol,
BS7 0UU
- Redhouse
Heggard Close,
Withywood, Bristol
BS13 7SE
- Ridingleaze House
Ridingleaze, Lawrence
Weston, Bristol
BS11 0QE
- Welsman
Prince's Street, St Pauls,
Bristol BS2 9JA



TRANSLATIONS

If English is not your first language and you need a translation, we can get one for you.

BENGALI

ইংরেজী আপনার মাতৃভাষা না হলে এবং আপনার কোন অনুবাদের প্রয়োজন হলে আমরা তা প্রদান করতে সক্ষম।

CHINESE

如果英文不是您的第一語言，而您需要翻譯的話，我們可以為您安排。

GUJARATI

પો તમારી પહેલી ભાષા અંગ્રેજી ન હોય અને તમને ભાષાંતરની જરૂર હોય તો અમે તમને તે આપી શકીએ છીએ.

HINDI

यदि आंग्रेजी आप की पहली भाषा नहीं है और आप को अनुवाद की आवश्यकता है तो यह हम आप को प्रदान कर सकते हैं।

KURDISH

Heke inglîzî zimanê we yê yekem nîne û pêwîstîya we bi wergêr heye, em dikarin yekî ji we re bibînin

KOSOVAN

NËsë anglishtja nuk është gjuha juaj amtare dhe keni nevojë për një përkthim, ne mund t'ua sigurojmë atë.

POLISH

Jeżeli język angielski nie jest Twoim językiem ojczystym i wymagasz tłumaczenia, możemy to zapewnić.

PORTUGUESE

Se o Inglês não é a sua língua materna e precisa de uma tradução, nós podemos obtê-la.

PUNJABI

ਜੇਕਰ ਇੰਗਲਿਸ਼ ਤੁਹਾਡੀ ਪਹਿਲੀ ਭਾਸ਼ਾ ਨਹੀਂ ਅਤੇ ਤੁਹਾਨੂੰ ਦੁਬਾਰਾ ਲਿਖਣ ਦੀ ਜ਼ਰੂਰਤ ਹੈ ਤਾਂ ਤੁਹਾਡੇ ਲਈ ਅਸੀਂ ਇਸਦਾ ਪ੍ਰਬੰਧ ਕਰ ਸਕਦੇ ਹਾਂ।

SOMALI

Haddii Ingiriisku aanu ahayn afkaaga kowaad oo aad u baahan tahay turjumaad, annagaa kuu samayn karra.

URDU

اگر انگریزی آپ کی پہلی زبان نہیں ہے اور آپ کو ترجمہ کی ضرورت ہے تو ہم آپ کے لئے فراہم کر سکتے ہیں۔

VIETNAMESE

Nếu quý vị không thạo Anh văn và cần bản dịch, chúng tôi sẽ giúp quý vị một bản.

If you would like this information in a different format, for example, Braille, audio tape, large print or computer disc please contact us using the details provided in the booklet.



2004-2005
Housing Renewal
2005-2006
Promoting Racial Equality
2006-2007
Transforming the Delivery of
Services Through Partnerships



INVESTORS IN PEOPLE