

## An individual may be refused a service if:

- ◆ They have a history of violence, arson, drug or alcohol misuse and/or there is a perceived risk to the health and safety of support workers or other residents.
- ◆ With respect to our group homes the Housing Project Manager feels that the existing dynamic is likely to be unduly disrupted by the admission.
- ◆ The referral seems incompatible with the funding criteria, skills or capacity of the service.

Applicants whose primary difficulties are related to substance abuse will not be accepted and it should be noted that the use of, or dealing in, illegal substances on our premises is prohibited.

## Who can refer in to the service?

Referrals can be made by professionals who know the person and are willing to support them during and after the referral process.

Self Referrals are welcome.

Referral forms can be obtained by:

- ◆ Ringing our housing office on 01782 824529
- ◆ E-mailing us a referral form request to [housing@nsmind.org.uk](mailto:housing@nsmind.org.uk)
- ◆ Downloading our referral form at [www.nsmind.org.uk](http://www.nsmind.org.uk)

We're Mind, the mental health charity. We're here to make sure anyone with a mental health problem has somewhere to turn for advice and support.

# Supported Housing Service



This leaflet can be made available in larger print and other languages if required. Please contact us for more information



North Staffs Mind  
83 Marsh Street  
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ST1 5HN

T 01782 252100  
F 01782 252212

W [www.nsmind.org.uk](http://www.nsmind.org.uk)



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# North Staffs

## Who is this service for?

North Staffs Mind's Supported Housing Service provides a range of flexible, recovery based support associated with everyday living to help people maintain their tenancies through practical and emotional support.

We provide supported accommodation for people who experience mental ill health and who require a level of support to enable them to maintain community living and to progress towards more independent lifestyles.

How much support and the type of support provided is dependent on your needs but the aim of the service is to help a person to maintain a tenancy, increase independence and live a healthy and enjoyable life.

## Support can include:

- ◆ Help with skills needed to maintain a tenancy (paperwork to help maximise income and day-to-day budgeting);
- ◆ Emotional support;
- ◆ Health and wellbeing support;
- ◆ Developing social networks;
- ◆ Accessing community facilities such as leisure, education and volunteering;
- ◆ Increasing confidence and self-esteem.

The support element is paid for by the Supporting People programme (Stoke-on-Trent City Council) and the rent is either paid by the person themselves or covered by Housing Benefit. There is also a small weekly service charge for services not covered by the above e.g. communal heating and lighting. We have a range of properties available from group homes to self-contained flats.

## Our selection criteria:

1. All applicants should have some form of diagnosed mental illness or a mental health problem.
2. Applicants must be over 18 and will usually be under 65 years of age.
3. Applicants must have housing related support needs.
4. Applicants must have minimum skills to live independently and these are discussed on an individual basis.
5. Applicants must be willing to engage with the service and with the support offered and to participate in the production of their own support plan.
6. Applicants must have no outstanding housing debt - exceptions may be possible where steps are being taken to reduce the level of arrears.

## Comments from our residents



**" I don't know where I would be now without North Staffs Mind "**

**" I felt very lonely and depressed in my own flat. I could not cope "**

**" I feel safe knowing someone is there for me "**

**" I now take my medication, budget my money, and go to social groups "**