



How to apply for support

If you feel like you need a hand and would like the Community Support team to help you, please call on **0115 844 3150, 0800 013 8555**, email **cstreferrals@ncha.org.uk** or speak to your income / Estates officer.

Contact us

 0115 844 3150 or 0800 013 8555

 cstreferrals@ncha.org.uk

 careandsupport.ncha.org.uk



Community Support Service

The Community support team provides short term support to NCHA tenants to sustain their tenancies and assist them to manage the practical aspects of coping with the management of a home.

 0115 844 3150 or 0800 013 8555

 cstreferrals@ncha.org.uk

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Who we support

The Community support team offers support and advice to non-care and support NCHA tenants who need some extra support to manage their tenancy successfully. The team works in conjunction with other agencies and support is tailored to individual circumstances.



The support we offer

We will assess your needs through a triage process

Support will be offered by either

- Signposting to relevant services available to meet your goals.
- By phone or a visit from one of our dedicated support workers.

If you have needs we cannot meet, we will try to find another suitable service to support you.



One-to-one support

Many people find having their own support worker helps them to identify and overcome difficulties. These difficulties may prevent them from improving or building independent lives.

We will help you to plan the support you need to meet your goals. An agreement will be made about who will do what and about when and how often you will have contact with a support worker. As well as helping to overcome existing difficulties, this often prevents new problems developing.

We will help you with:

- Accessing local health services
- Accessing local community groups
- Benefit applications
- Budgeting
- Employability - Accessing work, training, education or volunteering
- Energy advice
- Managing rent arrears
- Obtaining essential household items
- Sustaining a tenancy
- Setting up utilities