

## 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: **0800 013 8555,** email **info@ncha.org.uk** or speak with an NCHA team member.

## Contact us


0800 013 8555

info@ncha.org.uk

ncha.org.uk


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ncha



# Community Support Service

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



## Who we support

The Community Support Team offers support and advice to NCHA customers who need some extra help to manage their tenancy successfully. Our team works alongside other agencies and support is tailored to your individual circumstances.

**Please note we don't offer personal care, but we may refer you to social care support for help with day to day activities if needed.**

## 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
- A phone call 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
- Getting essential household items
- Sustaining a tenancy
- Setting up utilities

