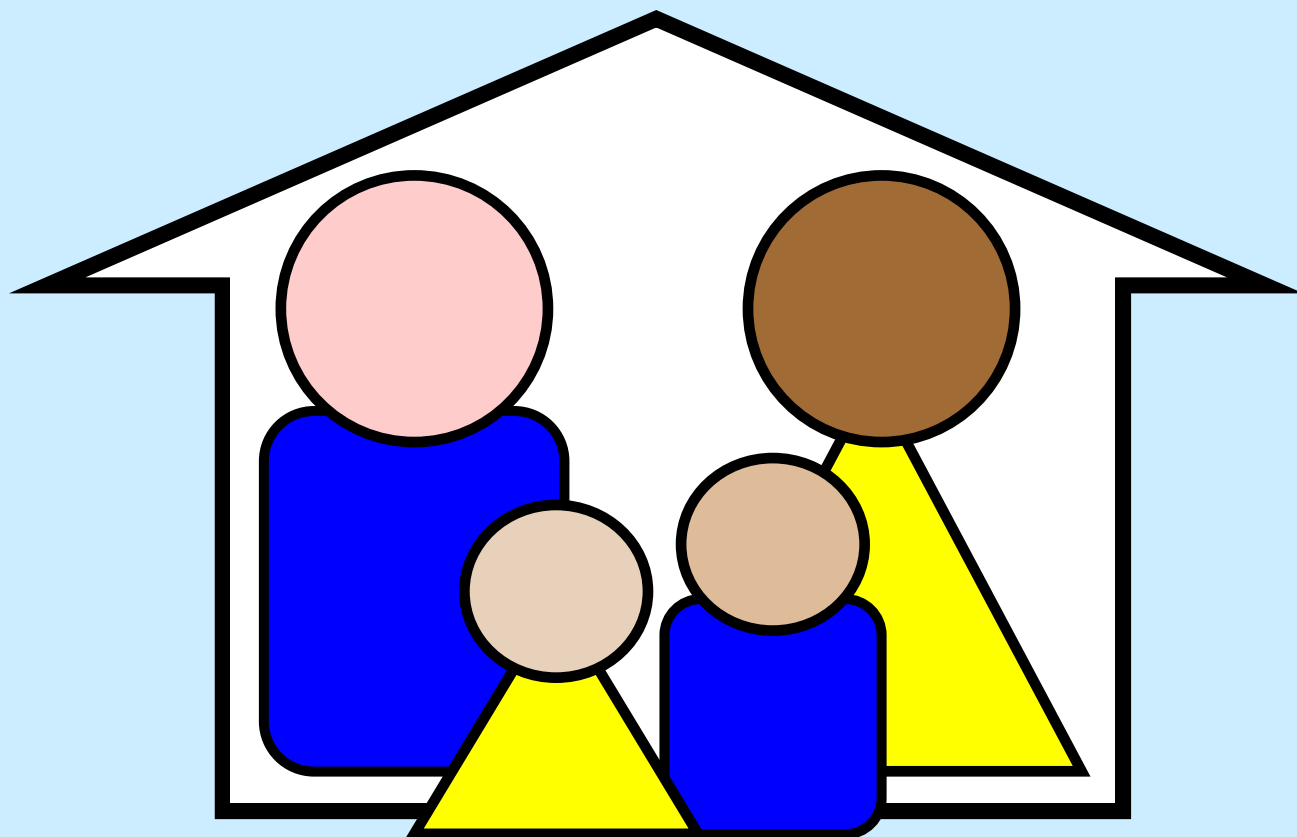


The Family Support Team



How can we help?

Denbighshire Social Services



CYNGOR
Sir Ddinbych
Denbighshire
COUNTY COUNCIL

June 2009

About the family support team

We offer housing-related support to families who are residents in Denbighshire. We will give you the kind of help and support that you need to maintain the tenure of your home.

The **family support team** is funded by the Welsh Assembly Government (WAG) and by the Supporting People programme. We are based within Denbighshire Social Services, in the Children & Family Services department.

You will have been referred to us because you need support and meet the criteria to receive services.



Our aims

We aim to enable tenants to maintain their tenancies, develop the skills they need to manage their own homes and live independently.

Our aims are:

- to prevent homelessness by providing person-centred housing support
- to support tenants during their stay in temporary accommodation
- to help tenants to settle into permanent accommodation and prevent them from becoming homeless again, and
- to help tenants to gain and improve independent living skills.

Your family support worker

You will have a named **family support worker** who will make sure that you are getting all the support you need from us. Your family support worker can put you in touch with other organisations who can offer you support if this is appropriate.

Creating your support plan

Your **family support worker** will get in touch with you when you are referred to us. They will arrange to meet with you, and this will normally be in your family home.

When you meet your family support worker, they will tell you about **support plans**. They will arrange a meeting with you where you can work together to create your individual support plan.

A support plan is a set of goals and aims you are trying to reach and that you have said that you need help with. The initial support plan may cover some of the following support areas.

- Helping to set up your tenancy
- Developing budgeting, domestic and life skills
- Help with claiming benefits

Help with setting up your tenancy

We can help with things like:

- getting furniture through community care grant applications or furniture projects
- explaining the terms of a tenancy agreement or lease arrangements
- filling in housing benefit and council tax benefit forms
- getting your gas, electricity and telephone connected
- getting in touch with education workers and health visitors, and
- providing general advice on any housing, social, legal or financial issue which may affect your tenancy.

Help with budgets, domestic and life skills

We also offer advice and support with:

- contacting debt advice agencies
- keeping a property in good condition and repair
- budgeting on a one-to-one basis
- identifying and resolving issues that might be affecting your personal confidence or behaviour
- getting in touch with a range of agencies who can provide specialist advice or support, and
- helping you work with formal agencies.

Help with claiming benefits

We can help you to claim welfare benefits by offering:

- help to fill in forms
- referral to the welfare rights services to make sure you are getting all the benefits you should be getting
- support for vulnerable clients to backdate benefit claims, and
- support to appeal against decisions.

Your support plan

Your support plan and case records are protected by the Denbighshire County Council Confidentiality Policy, and by the Data Protection Act 1998. Information about you can only be shared with other workers and agencies who are bound by these same regulations.

Your support plan will be reviewed at least once during the time that you receive support from us. You can request a review at any time if you feel the plan is not meeting your needs. Reviews will help us to see how well things are going and whether you still need support. The service is provided for up to two years.

Remember you can ask for a review, you do not have to wait for your family support worker to suggest it.

Your rights

When you get housing support from us, you have a right to:

- be treated politely and with respect at all times
- make decisions about the type of support that you want
- have your privacy and confidentiality respected
- have your cultural, racial and spiritual needs valued and respected
- review the plans and support you have, and
- complain if you are not getting the help and support that you need, or if you feel that any of the above rights are being taken away from you.

What we expect from you

We expect you to:

- meet with your family support worker when you have made arrangements to meet with them
- refrain from using drugs and alcohol before meeting with your family support worker, and
- treat family support workers with respect at all times.

Comments, compliments and complaints

If you would like to comment on, complain about or compliment any of the services we provide, you can contact the **comments and complaints team**.

Phone: 0800 032 1099
Fax: 01824 706660
Text: 07917174038
E-mail: ssdcomments@denbighshire.gov.uk
Website: www.denbighshire.gov.uk

Or you can write or call in to see them.

Comments and Complaints Team
64 Brighton Road
Rhyl
Denbighshire
LL18 3HN

Where can I find out more?

You can contact your **family support worker** for information and advice. You can contact them through our **first contact team**.

Phone: 01824 712900
Fax: 01824 712888
Text: 07917 597993
E-mail: firstcontactteam@denbighshire.gov.uk
Website: www.denbighshire.gov.uk

Or you can write or call in to see them in either of their offices:

First Contact Team
64 Brighton Road
Rhyl
LL18 3HN

First Contact Team
County Hall
Wynnstay Road
Ruthin
LL15 1YN

For a version of this leaflet in Braille, in large print or another language or format, call free on 0800 243 980.