

The usual office hours are 8.30am to 6pm Monday to Friday.

Bexley Churches Housing Association was formed in 1965 and has 137 properties of it's own. *PLEASE NOTE THAT WE ARE NOT ABLE TO OFFER ANY PROPERTY OR TENANCY TO ANY INDIVIDUAL who is referred to the housing support scheme. The current process for applying for housing will be made clear during the assessment meeting.

Please ring 020 8320 1086 or email

becha@bexleychurchesha.org.uk or

marina@bexleychurchesha.org.uk. Also visit our website at: www.becha.org.uk



BECHA clients will receive:

A copy of their support plan

Copies of their Key Work notes

A Welcome Pack

An invitation to the Client Forum

A Feedback Questionnaire

Clients are encouraged to lead on the support they need and staff will actively support clients to become empowered so that they can make the necessary changes in their lives, and reach their goals.

As a service we strive to improve our service and recognize that we can aim to achieve this by listening to what our clients want from this service. The views of all our clients are welcomed, encouraged and necessary.

Suite 2
Thames Innovation Centre
2 Veridion Way
Erith
Kent DA18 4AL
becha@bexleychurchesha.org.uk

Phone:: 020 8320 1086

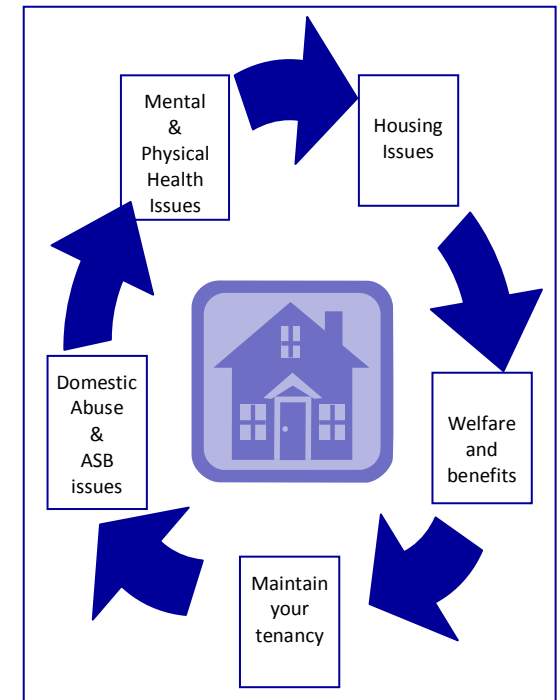
Fax:: 020 8320 1087



BECHA

HOUSING SUPPORT SERVICE

This Housing Support Service aims to help



Tel: 020 8320 1086

This support scheme is a borough wide scheme for any Bexley resident, whether tenant or owner occupier, who may have issues with maintaining, and or sustaining the occupation of their property, obtaining accommodation and other related problems. The service is **FREE**. The service is funded by the Supporting People Project at Bexley Council.

There are 7 full time Housing Support Workers in the team, all of whom have skills and knowledge covering a very wide range of issues, some of which are listed in this leaflet.

The support is tailored to fit the individual needs of the client and could involve a number of visits either to the client's home, a suitable venue in the community, or to Bexley Churches Housing Association's office in Erith, in order to affect the changes clients identify to achieve their goals. Clients are expected to engage with the service to achieve the best outcomes.

The support offered works towards empowering the client and any goals or actions identified, which will be led by the client. The maximum stay on the scheme is 2 years. The minimum age for referral is 18 and at the older age end has no limit.

Support is often needed as residents find it increasingly difficult to cope with documentation, such as forms and letters, and are often not aware of the choices available to them.

Some examples of the support provided are, accessing mediation, liaising with Housing Associations and private landlords, tackling rent arrears, benefit entitlement, welfare rights and benefits for children, working parents, and disability difficulties too. There is also support for budgeting and debt problems, difficult to deal with and often "swept under the carpet" by those unable to cope with the stress the financial limitations of living on a low income and benefits can bring.

We have 3 members of staff who support clients with **Drug & Alcohol misuse**, as they are able to provide practical and therapeutic help. We also have, attached to this service, 1 Outreach Worker, who provides assistance to Street Drinkers in the borough.

We have staff who work with victims and perpetrators of **Anti-Social Behaviour, and Domestic Abuse**.

We have two members of staff who are ideally qualified to work with clients and/or a **mental health** professional teams, to support clients around a Care Package, and to provide options regarding safety for families living through emotional, physical or mental abuse. Life changing events can have a very serious impact on a person, so the team of Housing Support Workers offers support to older adults through the complex and difficult issues of moving into sheltered accommodation after a life time of living in the same house.

Referrals to the scheme can be made by any professional associated or working with the resident, including Social Services, Housing Associations, Mental Health Teams etc, who will need to complete a referral form.

Individuals can self refer by visiting our office in Erith or ringing 020 8320 1086.

The initial assessment regarding the needs will take place in our office, or if the resident has mobility difficulties, then we will visit them with a colleague in their home and if for some reason the nature of residents problems are more complex than the primary and secondary needs we have listed then we will refer the resident to another agency or professional body who can provide joint support with us.

During the support we can give details of many services, groups and associations throughout the borough.

This service works within the policies and procedures of Bexley Churches Housing Association including confidentiality, complaints, abuse and respect for cultural and religious beliefs.

Throughout the stay on the scheme there will be frequent and appropriate reviews regarding the support which will be conducted in detail by the Housing Support Worker with the client concerned.

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