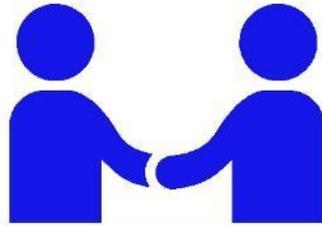


SWINDON ADVICE & SUPPORT CENTRE SERVICES

Swindon Advice &



Support Centre

INTRODUCTION TO SERVICES



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Alzheimer's Society

Alzheimer's Society provide both information and advice to people affected by dementia and their carers and families to help them to maintain their independence, improving their sense of well-being and putting them in more control of their lives. Our local services include dementia support, Memory Café, Singing for the Brain and Meet and Eat activity group. We also provide a home support service. We work with people with dementia and their carers to identify their needs and to access appropriate services.

Criteria for referral eligibility into service:

- Be affected by or care for someone affected by dementia

Questions to ask

- Are you or do you care for someone affected by dementia.

Next Step

Referral: (for someone coming in the front door) please call either Rosemarie 07850 929745 or Annette 07795 344932 to see if they are in the building. If they aren't available please send them an email with the name and contact number of the person. rosemarie.thompson@alzheimers.org.uk or annette.moore@alzheimers.org.uk

Self referral: please call us on 01249 443469 (for Swindon) or the numbers above.

Aster Living Care & Repair

Part of the Aster Group and formerly known as Ridgeway Care & Repair, has been operating in Swindon for nearly 20 years.

The sole purpose of Aster Living's existence is to help vulnerable people remain in their own homes, for as long as is humanly possible.

This is done by providing advice and practical assistance, to home owners and private tenants, to carry out the repairs and adaptations, needed to keep the property safe and comfortable to live in.

The assistance offered can include, specifying, designing and obtaining quotations for work; then overseeing the works to satisfactory completion. Where needed, we will also help the resident to find funding, for any works, including, charitable and grant funding.

Aster Living has a dedicated Technical Caseworker for Swindon, who can be visited at SAASC any Wednesday or who will visit the resident's home, if that is more convenient.

Enquiries

To arrange a visit or for a simple enquiry, call the dedicated number for Swindon **01793 940094**

Eligibility criteria

To be eligible for help from Aster Living, the client must own their house or be a private renter. They must receive a means tested benefit to apply for grant assistance with funding, though there may be other benevolent routes that could be explored; we would need to discuss options.

Next step

Call Aster Living on number above and give details or leave referral, at reception, for attention of Gordon Land, marked "confidential".

If client is in Swindon & Support Advice Centre on a Wednesday, call Gordon Land on 07738 602911 and the client can be seen immediately.

DERVENTIO HOUSING TRUST

Derventio Housing Trust is a Community Interest Company running services to benefit people and the mission is, to alleviate housing problems and end homelessness through SmartShare. SmartShare provides: a home for vulnerable people who have been homeless or have other housing related problems. All SmartShare residents live in shared homes with up to 3 other people (always other SmartShare residents). Derventio provides support to settle into their new home whilst helping residents aim towards moving onto their own home in the future.

Derventio provides their residents with:

- A safe and secure home
- Practical help and advice to help live more independently
- Support to achieve their goals
- A good quality housing management service
- Opportunities to build skills and confidence and help to get ready for employment or training.

- **Criteria for referral eligibility into service**
- Individual who is Homeless or at risk of homelessness and requires accommodation.
- Client must be signposted to Housing Options (HO) and state would be interested in Derventio Housing Trust and HO will assess and refer onto Derventio Housing Trust service if suitable.
- Homeless or at risk of homelessness

- **Questions to ask**
- Are you 18yrs plus?
- Are you homeless or at risk of homelessness?
- Are you looking for single occupancy accommodation?

- **Next Step**
- Signpost to Housing Options at Swindon Borough Council and state would be interested in Derventio Housing.

Housing Options Team One Stop Shop, Beckhampton Street
Swindon SN1 2JH Tel. 01793 445 503

Out of hours emergencies Tel: 01793 445 500 **Opening hours:** Monday-Friday 9am-4.30pm.
Provider of Housing advice for local homeless people.



Developing Health & Independence –

Brokerage & Direct Payment Support Service

This Swindon based branch of DHI provides a range of support for people who are eligible for adult social care('social services'), people who pay for their own care and support (self-funders) and people who may not be eligible for social care but still need help with planning their support to maintain their independence.

The Brokerage & Direct Payment Support Service is open to people who:

- Are 18 years or over
- Receive funding from 'social services' in the form of a Direct Payment (a cash payment to purchase care and support services made to people who are eligible for adult social care)
- People who have care and support needs but who are not eligible for 'social services' because their income is too high
- People with lower level care and support needs who need a helping hand to get the help and support they need to maintain their independence

Criteria for referral eligibility into service:

- Live in the Swindon Borough
- Be receiving a Direct Payment, having been referred by Seqol or AWP¹ following a formal assessment of your care and support needs
- Currently receiving funded services from Adult Social Care
- Meet the financial criteria following a financial assessment

You can also refer yourself into the service or ask someone else to do so if:

- You are unsure how to go about planning your care and support
- You want to employ a Personal Assistant but don't know where to start
- You would like more information about local care and support organisations

Next Step:

- Self referral - for a free, confidential, no obligation consultation call the DHI free phone number 0808 168 7149
- Social Care or AWP referral – ask your Care Manager or Social Worker to refer you if you are interested in having a Direct Payment or any other support we offer. You can contact your Care Manager or Social Worker by calling Seqol on 01793 463333
- If you are not sure what to do – call the DHI free phone number anyway and we will guide you through next steps

DHI Contact Details:

Free phone Number: 0808 1687149
Email: info@dhiswindon.org.uk

¹ Seqol and AWP provide statutory adult social care assessments on behalf of Swindon Borough Council

Healthwatch Swindon

Healthwatch is an independent organisation which champions the voice of the people on health and social care services both nationally and locally.

At a local level, Healthwatch Swindon works to help the people of Swindon get the best out of local health and social care services as well as giving clients the opportunity to improve and shape the design and delivery of services.

The work includes:

- **Gathering** and representing views and experiences of the people of Swindon or those people outside Swindon that use a Health or Social Care Service based in Swindon.
- Offering a free, confidential and independent **advocacy** service to Swindon clients or those people outside Swindon that use a Health or Social Care Service based in Swindon. This includes supporting the client through the NHS Complaint procedure.
- **Signpost** people to appropriate Health & Social Care Service(s) to help them make an informed choice including about Hospitals, GPs, Dentist and urgent care.
- **Working in partnership** with Voluntary and Third Sector Organisations, Community Groups, Service User Groups and Service Providers to raise awareness, identify opportunities to champion the voice of the people, produce supporting evidence based on research and publicise the latest News and Events.
- **Through the above**, we also report information and make recommendations to commissioning groups, committees, quality monitoring bodies and organisations.

Criteria for referral eligibility into service:

- Must be a resident of Swindon **OR**
- Must relate to a Health and/or Social Care service(s) in Swindon **OR**
- Neither of the above is met but it does relate to a Health and/or Social Care service(s) **OR**.
- Is a resident of Swindon and would like information about volunteering opportunities.

Questions to ask:

- Does the client require information about services available in Swindon in relation to Health and/or Social Care?
- Would the client like help to give feedback, either positive or negative, on a service(s) within Swindon Health and Social Care?
- Would the client like help to complain about a Swindon Health or Social Care service(s)?
- Does the client require an advocate to for support to make a complaint within the NHS?
- Does the client want further information about the role of Healthwatch Swindon and/or volunteering opportunities?

Next Step

Referral into the service, contact Healthwatch prior to referring.

(Telephone number: **01793 497777**)

Self referral into the service accepted.



SWINDON ADVOCACY MOVEMENT (S.A.M)

Swindon Advocacy Movement (S.A.M) provides free, independent accessible advocacy service to empower all people with a learning disability and high functioning Autism and Asperger's in Swindon. SAM works in partnership with individuals in all areas of their lives.

Advocacy is to enable individuals to:

- Access information and enable them to understand information
- Access information on rights and enable them to understand their rights and how to exercise a right
- Help client to consider options to enable making informed decisions
- Enable client to have a voice heard in a statutory process
- Enable client to have a voice heard in a general life issue
- We can contact and or enable access to services both independent and or voluntary
- We can contact and or enable access to services that are statutory
- Challenge a decision on behalf of our clients
- Make a complaint on behalf of our clients

S.A.M offers specialist services

- Supporting parents with a learning disability through Child Protection and court proceedings.
- Transitions service called "Whats Next" for young people between the ages of 14-18.
- Buddies – peer support project, aiming to support adults with learning disabilities to develop new skills and social links
- Action for Independence – aiming to support adults with learning disabilities for 6 sessions to get more independence in their lives
- Independent Support Service – a free statutory service for young people with Special Educational Needs and Disabilities and their families

Criteria for referral eligibility into service:

- Must be a Swindon resident
- Must be aged 14+ for Transitions
- Must be aged 18+ for all other services
- Have a learning disability/high functioning Autism and Asperger's
(See Advocacy Manager for more specific details on criteria)
- Need views represented or help to access services/secure rights.

Questions to ask

- Do you have/have you been assessed as having a learning disability or autism?
- If yes please go to next step

Next Step

Referral into the service

Self referral into the service

01793 542266 or 542575

www.swindonadvocacy.org.uk



SWINDON CARERS CENTRE

Swindon Carers Centre (SCC) aims to improve the well-being of people with caring responsibilities in and around Swindon by creating a community where carers are recognised, valued and supported. Swindon Carers Centre provides information and support to carers of all ages in Swindon who are looking after a person who is frail or with a physical or a mental health condition, a learning disability, or a drug or alcohol dependency. There are teams dedicated to supporting adult carers, parent carers and young carers.

Once carers are registered with the Centre, their needs will be assessed and support offered may include:

- Provision of information
- Signposting to other relevant organisations
- One to one support, including assistance in accessing services
- Benefits advice
- Access to breaks, activities and complementary therapies
- Training sessions and self-help groups
- Outreach work
- Carer involvement forums

Criteria for referral eligibility into service:

- Must be Swindon resident (if not Swindon – see list in Supervisors office)
- Caring for someone (not a paid care worker)

Questions to ask

- Are you looking after a family member, partner or friend who is frail, or with a physical or a mental health condition, a learning disability, or a drug or alcohol dependency?
- Would you like information/advice/support to help you?

Next Step

To access the service clients must register with the Centre either by:

- Signposting/Self-referral - Client can contact Carers Centre directly by telephone or by completing and returning the leaflet to the address below begin the registration process.
- Referral into the service using SAASC standard referral form and pass to Supervisor.
- If emergency and SCC not available, adults can call Care Line on 0800 085 66 66, and children should contact Family Contact Point on 01793 466903

Swindon and Advice Support Centre, Sanford House, Sanford Street Swindon SN1 1QH
01793 531133 (Internal number is 6611)

www.swindoncarers.org.uk

Swindon Citizens Advice Bureau

Swindon Citizens Advice Bureau (CAB) helps people resolve their legal, money and other problems by providing free, independent and confidential advice, and by influencing policymakers. It values diversity, promotes equality and challenges discrimination.

The service aims:

- To provide the advice people need for the problems they face
- To improve the policies and practices that affect people's lives

Benefits: advising on entitlement to, claiming and disputing all Welfare Benefits eg. JSA, ESA, Council Tax Support, Housing Benefit, PIP, Tax credits etc

Money Advice: Council Tax arrears, rent arrears, mortgage arrears, benefit overpayments, budgeting, negotiating with enforcement officers/bailiffs, negotiating affordable and sustainable repayments, establishing liability for debts, Debt Relief Orders, advising on bankruptcy, IVA's and Charging orders

Consumer: rights and responsibilities when buying or selling goods, action to take to get money back, goods replaced, or repaired.

Housing: help when facing homelessness, eviction or living in unsuitable accommodation, tenants rights and responsibilities

Legal: explaining legal rights, court procedures, legal documents etc.

Relationships: rights as a parent, grandparent or guardian and rights as part of a married or unmarried couple

Employment: employer and employee rights and responsibilities, including wages, holidays, contracts, unfair dismissal, redundancy, discrimination, health and safety etc

Immigration: status, which application to make, EEA applications etc

Other eg Education, tax, health, utilities, travel etc

We offer advice and information face-to-face, by telephone, email or home-visit to the people of Swindon.

Criteria for referral eligibility into service:

- Must be a Swindon resident

Questions to ask

Basic background information about the problem required.

Next Step

Referral into the service

Self-referral into the service

Outreaches

North Swindon Advice Point Outreach, Pinetrees Community Centre, The Circle, Pinehurst SN2 1QR. Open Mon & Weds 10am – 1pm.

East CAB, Cavendish Square, Swindon SN3 2LZ. Open Tuesday & Thursday 10am – 2pm.

Highworth Library, Brewery Street, Highworth, Swindon, Wiltshire SN6 7AJ. Open 3rd Wednesday of the month.

SWINDON MIND

Mind offers a free and confidential information service for anyone who has an enquiry about a mental health issue. Swindon Mind will become the 'front door' into third sector mental health services through the provision of Wellbeing Coordination and will provide a range of services including:

- ▲ Peer Support Five Ways to Wellbeing Programme
- ▲ Wellbeing Coordination – supporting referrals from primary and secondary in addition to self-referrals, in coordinating personalized wellbeing plans with people.
- ▲ Respite and Wellbeing House – situated at 103 Bath Road, Swindon. Can accommodate 5 people in individual bedrooms for up to two weeks. Offering respite and wellbeing planning. Access is by referral.
- ▲ Advocacy Services such as:
 - General Advocacy - supporting people at care planning meetings, asking questions about medications, at Mental Health Tribunals, or making a complaint about their care and /or treatment.
 - Independent Mental Health Advocacy Service (IMHA) - a specific type of mental health advocate for people who are detained under the Mental Health Act 2007 An IMHA will help patients to obtain and understand information about their rights and how to exercise those rights. **(will be leaving Swindon Mind's service early 2015, tbc)**
 - Independent Mental Capacity Advocate Service (IMCA) - a service for people who lack capacity who are having decisions made about serious medical treatment or change of accommodation and do not have family or friends willing or able to be consulted about those decisions. In these circumstances, people must be referred to the IMCA service. **(will be leaving Swindon Mind's service early 2015, tbc)**
- ▲ Solutions such as:
 1. Individual Recovery Work- one to one sessions for people to explore possible solutions for emotional distress; this will include PASH @ Swindon Mind which is directing people away from self-harm counselling, one to one solution focused sessions with LIFT @ Swindon Mind, 5 Ways to Wellbeing Planning
 2. Group Sessions- on a different aspects of mental health
- ▲ Information Service- about the mental health issues including employment, housing, medication, diagnosis, treatment, family issues, access to services.
- ▲ Employment Service - helping people to look for, and apply for, paid work or other work-related activities (such as voluntary work or training). In addition to helping employed people manage stress at work and stay working and providing employers guidance and advice to employ people with mental health problems (including advice on managing workplace stress).

Criteria for referral eligibility into service:

- Can offer help to anyone experiencing a mental health problem in Swindon

Questions to ask

- Are you currently being treated for your mental health problems? Either through you GP or the Community Mental Health Teams (based at Chatsworth House)
- Would you like some information or advice around your wellbeing?

Next Step

Wellbeing Self-referral - Advocacy and Information, Individual and Group Support.

Via referral process – Peer Support Five Ways to Wellbeing programme, Employment Service, (from 1st January 2015) advocacy service and the Respite and Wellbeing House.

Swindon Support and Advice Centre, Sanford House, Sanford Street, Swindon, SN1 1QH

01793 432031

www.swindonmind.org.uk

The Harbour Project

The Harbour Project runs a daily drop-in centre for refugees and asylum seekers from 11am – 2pm Monday to Friday. The centre offers:

- Friendship and Support
- Contact point for liaison with solicitors, the Home Office, accommodation providers, health authorities
- Education & Employment advice: help with CVs, Job Search, Course Information
- English and computing classes
- Ongoing visitor activities: see www.harbourproject.org.uk and <https://www.facebook.com/SwindonHarbour> for updates
- Phone, Internet, Photocopier and printing
- Coffee and conversation
- Clothes, Bedding and other household items
- Play space for children

Criteria for referral eligibility into service:

- Must be a refugee or asylum seeker

Questions to ask

- Is this for you or for someone else?
- Are you claiming asylum?
- Have you leave to remain?
- Has your asylum claim failed?
- Do you have a solicitor?
- Is anyone else helping you?

Next Step

Make a direct referral into the service

Self referral into the service

Address: St Luke's Hall
Broad Street
Swindon
SN1 2DS
Entrance on Graham Street (off Broad Street, behind St Luke's Church)

Tel: 01793 611 682

Wiltshire Law Centre

The Wiltshire Law Centre (WLC) is a registered charity, established in 1981 and has provided free independent advice on a range of issues through the years. We provide advice on Welfare Benefits, Housing, Debt.

WLC deal with:

- a range of benefit appeals such as Child Tax Credits, Working Tax Credits, Employment Support Allowance, Incapacity Benefit and Personal Independence Payment (PIP), and also assist with Social Security appeals, representation at tribunals and court hearings.
- a range of housing issues for both Council, Housing Association and Private tenants. Problems with housing associations, housing benefit queries and claims, issues with landlords regarding quality of accommodation for special needs clients, mortgage arrears and repossession
- debt advice on all aspects of debt including Council Tax arrears and dealing with Enforcement Officers and can help clients petition for bankruptcy and apply for Debt Relief Orders.

Criteria for referral eligibility into service:

- Debt:
 1. Bankruptcy, Insolvency and Debt Relief Order (DRO) advice / qualification / processing. Greensquare Housing Association clients
 2. General debt advice – IVA's, Administration Orders, Charging Orders, Bailiffs
- Welfare Benefits:
 1. Claimants challenging benefit decisions
 2. Greensquare Housing Association clients
- Housing
 1. Clients with Housing Court case dates at Swindon/Salisbury County Court. Private, Local Authority (Swindon BC, Wiltshire Council or other LA's) and RSL tenants faced with loss of home via Notice of Seeking Possession, Claim for Possession or notice of eviction who are eligible for Legal Aid. Challenging Housing Allocations or Homelessness appeals
Cases requiring a Judicial review (e.g. some homelessness decisions)
Illegal evictions
Severe disrepair (i.e. health issues)
 2. All Greensquare Housing Association tenants

Questions to ask:

Debt:

- Do you need advice on options for dealing with your debts including Insolvency options?
- Do you need advice on general debt issues, multiple debts – IVA's, Administration Orders, Charging orders, Bailiffs?
- Are you a Greensquare Housing Association tenant?

Welfare Benefits

- Do you want help appealing a benefit decision?
- And /or are you a Greensquare Housing Association tenants

Housing:

- Have you a court date for Housing Possession at Swindon/Salisbury Courts?
- Are you a tenant facing loss of home via a Notice Seeking Possession, a Claim for Possession or a notice of eviction?
- Do you wish to challenge an Allocation of housing or a Homelessness appeal?
- Do you have a case that requires a Judicial review (review of administrative decisions e.g. allocations)
- Do you feel you have been subjected to an Illegal eviction?
- Have you an issue with your Landlord over severe disrepair (i.e. health issues)?
- Or are you a Greensquare Housing Association tenant?

Next Step

Referral into the service

Self referral into the service – can call WLC directly.

Telephone Number: 01793 486926

Email: info@wiltslawcentre.co.uk

Website: www.wiltslawcentre.org.uk

Notes:

Notes:

Swindon Advice &



Support Centre

Swindon Advice & Support Centre

Sanford House
Sanford Street
Swindon
SN1 1QH

OPENING TIMES

Monday to Friday 9.30 am – 4.30 pm

Email: saasc@swindon.cabnet.org.uk

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