



SUPPORT SERVICES

Temporary accommodation

A GUIDE FOR RESIDENTS

INTRODUCTION

to temporary accommodation managed by Westlea Housing Association



What does the service offer?

- > An individual support plan agreed with the support worker with the focus on moving on
- > Help with setting up home and maintaining a Tenancy
- > Information and help to managing finances
- > Filling in forms and helping with benefit problems
- > Gaining access to other services
- > General information and support

Your support plan will be completed within the first two weeks of being in temporary accommodation. We will look at ways to support you in achieving your own goals as well as maximising your income with regards to benefits and rents, etc

Information given to your Support Worker will be kept confidential within the staff team. You have the right to see your file on request.

Westlea Housing Association provides temporary accommodation with support to homeless families referred to us through the housing teams at North and West Wiltshire District Council

The accommodation is temporary whilst individuals wait for a permanent tenancy.

All residents are expected to engage with the support offered whilst living in one of the properties and abide by the terms of their Tenancy Agreements.

What to expect from us

- > We will arrange regular meetings with you
- > We will support you to maintain your tenancy.
- > We will signpost you to other agencies who may be able to help.

What happens at the start

At your sign-up appointment, a Tenancy and Support Agreement will be signed and follow up appointment will be made.

The staff

The Supported Housing Team is based at the Westlea head office in Methuen Park, Chippenham.

Staff can be contacted Monday to Friday, 9am – 5pm

Naomi Chant
Temporary Accommodation
Support Worker
07768 733908

Matthew Knox
Supported Housing
Administration Assistant
01249 465465

Alex Pointing
Supported Housing
Co-ordinator
07774 172823

To contact your Area Housing Officer at Westlea, or our Maintenance Department call **01249 465465**.

For emergency repairs out of office hours please call **0800 845205**



Equal Opportunities

Westlea is committed to Equal Opportunities. Residents, staff and visitors should feel safe whilst in our premises without feeling intimidated or oppressed, regardless of race, colour, religion, sex, sexuality, age or disability.

If you are experiencing difficulties please contact a member of staff.

Harassment of any kind will not be tolerated.

If you need assistance with phone calls or writing letters – we are here to help. We are also able to provide translation and interpreting services if required.

Health and Safety

Gas and electrical checks are carried out on our properties on a regular basis and before you move in.

All properties are installed with smoke/ heat detectors. These are installed for your own safety. Please do not tamper with these.

If you discover a fire, leave the building immediately and alert the emergency services.

- > **DO NOT** stay to collect personal belongings
- > **DO NOT** re-enter the building until told safe to do so by a professional

Smoking is permitted in your properties.

Pets are not allowed to live any of the temporary accommodation properties.

Abandonment

If you plan to stay away for more than four weeks, please inform a member of staff. If it is thought you have abandoned your property, your goods may be disposed of and the property re-let to someone else.

Resident Involvement

The Supported Housing team carries out a regular telephone survey to measure customer satisfaction.

It is an opportunity to make your voice heard and suggest new ideas for the present or the future

All residents have the right to complain about any aspect of the service they receive. A complaints leaflet is enclosed within this pack.

Further information is provide within the leaflets enclosed with your pack.



This sign up pack has been put together to give you some guidelines on who we are and how things work within temporary accommodation. There is extra information within your tenancy and support agreement.

When you leave your accommodation, please complete the exit survey enclosed within your pack and return it to us in the prepaid envelope provided.

Useful telephone numbers

Child Support Agency
0845 7133133

Chippenham Borough Lands Charity
01249 658180

Citizens Advice Bureau
0845 1203707
01249 445115 (Jennie Jopling –
Westlea Representative)

Connexions
0800 0859034

Community Safety and Drugs Team
01225 776890

Disability Benefit Enquiry Line
0800 8820200

Doctors

Corsham Surgery
01249 712232

Hathaway Medical Centre
08444 120023

Rowden Surgery
01249 444343
01249 444808 (Appointments)

NHS Direct
0845 4647 (24hr helpline)

Domestic Violence Helpline
0808 2000247

FRANK
0800 776600 (Freephone)

Inland Revenue (Tax Credits)
0845 3003900

Job Centre Plus (Chippenham)
01249 428000

Learn Direct
0800 100900 (Freephone)

Library (Internet access)

01249 650536 (Chippenham)
01249 713159 (Corsham)

Local Education Authority
01225 713000

National Debt Line
0808 8084000

National Rail Enquiries
0845 7484950

Wiltshire Council

General Enquiries
0300 456 0100

Council Tax/Housing Benefit
01249 706122

Refuse Collection
01249 706352

Social Services (North Wilts Team)
0845 603 1570

North Wiltshire Credit Union
07790 717930

Probation
01249 656836

Reachout (Support for
Substance Misuse)
01249 46188

Social Services

Adult Community
01249 444747

Children & Families Services
01249 444321

Mental Health Team
01249 456468

Emergency Duty Services
0845 6070888

Southern Electric
0845 7444555

SPLITZ
01225 777724

Taxis

Easy's
01249 655471

Home James
01249 463463

LPC Cabs
0800 1691933

Travel Line
0870 6082608 (Bus and rail services)

Waste Not Want Not
01249 447140

Wessex Water
0845 6004600

Westlea

Westlea Call Centre
01249 465465

Westlea Maintenance
01249 466100

Westlea Emergency
Out of Hours Service
0800 854205

Westlea Support Services (Rent)
01249 466146

Wiltshire Police
0845 4087000

Wiltshire College
01225 766241



business for neighbourhoods



Methuen Park • Chippenham • Wiltshire SN14 0GU
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