

# HARINGEY COUNCIL SUPPORTED HOUSING HANDBOOK FOR NEW TENANTS





*Hello and welcome to your new home.*

*This handbook has been put together to provide useful information for you, our new resident. You now live in one of our Sheltered Housing Schemes or in one of our Good Neighbourhood Schemes (GNS). A GNS is for residents who may require less support and live in scattered properties without staff on site. The handbook contains useful information and guidance about your new home and the services available to you.*

*We want you to feel safe and well in your new home and be part of our much-loved community.*

*Our aim is to support you to manage your tenancy, to make new friendships and to develop networks. Most of all, we aim to provide you with the opportunity to be as independent as possible with our support. And in order to improve our services, we welcome any feedback or comments from all our residents. Should you have any further questions about your tenancy or the support available to you, please do not hesitate to ask a member of staff attached to your Scheme.*

*This document can be translated, on request, into your own language or can be made available in large print, audio, braille or other formats.*

*Thank you,*

*The Support and Wellbeing Team*



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# 1. What is supported housing?

Supported Housing is a housing option offered by Haringey Council to people over 50 years old who need both Housing and Support to enable them to live as independently as possible with the support of our services and staff. All our Schemes have an intercom system which provides an emergency response service 24 hours per day, seven days a week.

The support provided is tailored to each resident's individual needs; as we believe this will empower people to become more independent.

Haringey Council manages and runs two categories of supported housing, sheltered housing and community Good Neighbourhood schemes. Sheltered housing schemes have staff offices on site, communal facilities such as lounges, kitchens and laundry room while Good Neighbourhood schemes have no such facilities on site.

There are 23 sheltered housing schemes and 29 community Good Neighbourhood schemes dispersed across the borough. All these units are linked to the Haringey Council Community Alarm service which provides out of office hours and emergency support.

Typically, the residents in sheltered schemes have a higher support need than those of the community Good Neighbourhood schemes. These schemes aim to promote independent living whilst having the assurance of support available when needed.

## Our aims and objectives

We aim to...

- Assess the individual needs of our tenants and provide person-centred support services. This includes working with partner agencies as appropriate.
- Prioritise the dignity and right to privacy of all tenants and use a range of individual methods to ensure the tenants' safety and well-being.
- Create an environment that promotes social inclusion and life-long learning to encourage our tenants to reach their full potential.
- Keep all tenants informed about their rights and options and provide them with access to information.

## The role of supported housing staff

Our role focuses on identifying your needs. We do this by carrying out periodic risk assessments and creating personalised plans to support you. We will work with you and ensure you are able to make your own choices regarding the support you need and can advise on how it is delivered.

Our staff also have a responsibility to maintain the safety and security of the buildings and communal areas within the schemes. Staff will ensure that repairs for common areas are reported and are carried out efficiently. Staff will monitor and test equipment within your home including smoke detectors and the emergency alarm system, as well as central heating boilers, and electrical outlets for your safety.

## How to contact our staff

Staff are on duty at fixed hours and these details will be displayed at your scheme.

Staff can be contacted during these times by calling at the Scheme Office or by pulling the alarm cord located within your property or around the scheme or pressing a pendant device (this will be issued to you if you need it).

When staff are not on duty you are advised to use the emergency pull cord system if you require urgent help.

When onsite staff are visiting other sites, or on holiday, written notice of this will be displayed on the office door including when they expect to return to the office.

# Communal Facilities



## SMOKING

All communal areas within our supported housing schemes are 'No Smoking'. This includes corridors, stairwells, foyers, offices, communal lounges, guest rooms and laundries.



## REFUSE DISPOSAL/ BIN CLEANING

Current refuse/recycling/bin cleaning arrangements are in place within every supported housing scheme and information can be obtained from scheme staff.



## ELECTRIC SCOOTERS

Prior to purchasing an electric scooter, tenants are advised to discuss storage arrangements with scheme staff or the Housing Caseworkers. Scooters cannot always be stored in communal areas or flats. Staff are required to request a Risk Assessment to be undertaken prior to purchase. Once the risk assessment has been completed, this will ascertain if it is possible to find a suitable storage area within your scheme. Where possible electric scooters should be stored and re-charged within your own property. If your property is too small and there is no special provision on the scheme for the storage of electric scooters, staff will contact the Health and Safety Team to discuss this further. We may also contact a qualified Occupational Therapist for further advice.



## PARKING

A limited number of parking spaces are available for tenants, staff and visiting professionals to use. Therefore, parking spaces are filled on a first come first served basis. Tenants are encouraged to show consideration to those tenants with mobility needs. Annual parking permits are required, ask support staff for more information.



## LAUNDRY

Most schemes have a communal laundry facility that all tenants have access to. In some schemes tenants have the ability to install and use their own washing machine. If this is available to you, staff will inform you during your sign-up meeting.





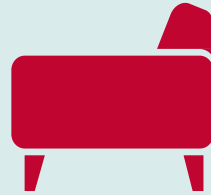
## TELEVISION/TV LICENCE

All tenants over 75 are entitled to a free television licence. If you are aged under 75, some or all of the properties in your scheme may be covered by a concessionary licence. More information can be obtained from staff. If there is not a concessionary licence and you are under 75 years old, you are responsible for the full licence fee. All supported housing schemes offer a single aerial with a socket outlet in each property and have the capacity to provide digital television.



## GARDENS

Some of the schemes include a garden area. These are maintained and managed through a garden maintenance contract. All tenants are welcome to use the gardens in their scheme and organise various events and activities with the support of the staff.



## COMMUNAL LOUNGE

Some of our schemes have a communal lounge. The majority of these offer a small kitchen area with tea & coffee facilities for residents to use. The lounge can be used as an informal meeting space or for organised events and activities.



## GUEST ROOM FACILITIES

A guest room is available in three schemes - Palace Gates, The Priory, and Clements House - and can be used by relatives and friends. Bookings for the guest room should be made through staff who will attempt to accommodate your requests. There is a small charge for using the guest room, and the staff will advise you of this.



## CLINICAL WASTE

Clinical waste (incontinence pads, adult nappies, etc) must be placed in a yellow plastic clinical waste bag (available for free from the Scheme Manager). Carers should place these bags – and only these bags – in the clinical waste bin. Note: blue plastic gloves and any other waste must not to be put in the clinical waste bin; doing so will contaminate the bin and the clinical waste will not be collected. Clinical waste will be collected only once a week.

# 2. Services we provide

We can provide the following support to you, based on your needs and wishes:

- Security advice
- Maintenance and safety
- Assistance with appliances and equipment
- Support with minor repairs and servicing to domestic equipment
- Help to engage with individuals and other professionals
- Adaptations and specialist equipment you might need
- Advice about personal budgeting, debt and maximising your income
- Support and intervention with neighbour disputes should you need it
- Assistance with benefits claim and other official correspondence relevant to your tenancy
- Referrals to other community organisations, activities and services
- Training to remain independent for example; learning how to cook or use equipment in your home

Support staff will ensure that there are opportunities for social interaction and any lifelong learning within our Schemes. We also encourage tenants to organise and run these group activities independently or, where possible, with the assistance from volunteers.



# 3. Managing your tenancy

Supporting you to manage your tenancy and remain independent is key. During your initial sign up, we will go through the tenancy agreement with you and ensure you are aware of our responsibilities toward you (also outlined in section 1 and 2) as well as your responsibilities towards us.

All new tenants for the first year will have an introductory tenancy which will become permanent after one year.

## What are your rights?

- In certain circumstances a new tenant may have the right to own a pet after acquiring written permission.
- You can carry out improvements and alterations to your home after applying for and receiving the council's permission.
- You are able to provide feedback and get involved with matters which affect your tenancy and the services you receive.
- You will get support to find alternative accommodation if your home becomes unsuitable for your needs.
- You can ask support staff for guidance regarding benefits such as pension credit, personal independence payment (PIP) or universal credit. This includes completing applications, appealing decisions or referring you to a specialist agency.
- You have the right to be signposted to other services to get support. This is something our staff will do with your approval.

## What are your responsibilities?

- You should inform staff about intended absences, even for one night, so that everyone can be accounted for in the event of fire or other emergency. Your tenancy rights continue during absences from home due to holiday or illness as long as your rent and other tenancy obligations are met.
- It's crucial that you pay your rent. Our staff can support you to apply for housing benefits or transfer your current benefits to your new address. You can pay by Direct Debit or have a rent payment card and pay your rent at PayPoint shops. If you experience any difficulties in paying your rent, we advise you speak to staff as soon as possible as they may be able to help you. Non-payment of rent could put your tenancy at risk.
- Should you wish to end your tenancy because the property is no longer suitable, or you want to live with family members, you must give us four weeks' notice in writing. If required, a Termination of Tenancy form is available from the staff within your scheme.

## Ending your tenancy

There may be occasions where we need to end your tenancy. We only do this in extreme circumstances. This would be where we have tried to support you in resolving a particular issue such as anti-social behaviour or behaviours that may cause harm to others.

The grounds on which a tenancy can be ended are:

- Deliberate non-payment of rent
- Neglect or abuse of the property
- Breaking the conditions laid down in your tenancy agreement (that you signed when you took possession of your new home)



We will work with you to resolve any issues you may be experiencing or to get the support that is right for you. We will only look to terminate a tenancy and enforce the terms and conditions of your tenancy as a last resort.

## Service Charges

A supported housing tenancy contains a number of charges which you will be liable to pay (these are housing benefit payable if you receive this benefit) and will be based on the services provided within the particular scheme you are living.

These charges may include:

 <b>WASTE COLLECTION</b>	 <b>WINDOW CLEANING</b>	<b>INTENSIVE HOUSING MANAGEMENT (SUPPORT CHARGE)</b> (This pays for the support that you receive from staff) 
 <b>HEATING &amp; HOT WATER</b>	 <b>MAINTENANCE OF COMMUNAL GROUNDS</b>	

All charges are subject to an annual review in April. Further information is available by telephoning the Support and Wellbeing Services on 0208 489 2348.





# 4. Property repairs & maintenance

As your landlord, we will carry out all necessary repairs. It is the responsibility of the tenant to report issues to us – only then we can fix the problem.

In certain circumstances it may be necessary to re-house a tenant temporarily in order to carry out a repair. In these cases, we will provide you with alternative housing, we call this a 'decant'.

Ways to contact the Repairs Service, if you want to report a problem:

- Call us on 0208 489 5611 (24 hours a day)
- Report repairs online (<https://new.haringey.gov.uk/housing/council-tenants/repairs/report-a-repair>) through the Haringey repairs page (also available on the 'My Haringey Home' app).
- For general enquiries please contact Customer Services: 020 8489 1000 from 9am to 5pm Monday, Tuesday, Thursday and Friday, and 10am to 5pm Wednesday.
- If, due to your circumstances, you need support to report any repairs, please speak to a member of staff in your scheme. You can also raise this with your support worker, at your support plan meeting. Staff will then determine how to best support you.

We aim to complete all routine repairs within 28 calendar days and all emergency repairs within 24 hours. Apart from plumbing and electrical issues, a first appointment for other trades will always be an inspection (unless it is an emergency or a health-and-safety risk).

Make sure you're at home to give access to the tradespeople. It is the responsibility of each tenant to allow access to tradespeople to carry out repairs to your property. Staff will not give workers entry to your home if you are not there.

N.B. You should always ask any tradesperson for identification prior to allowing access to your property.



# 5. Security, health and safety, protection from abuse

We take our residents' security, health, wellbeing and safety very seriously. Below you'll find all the measures and processes we have in place to ensure you're safe.

## Risk Assessments

As part of your support plan, we will carry out a risk assessment. This will highlight any risks towards you or other residents. We will work with you to reduce those risks and may involve other professionals or services in those discussions.

We want to ensure you remain safe and well whilst living within our schemes.

## Health and Safety Checks

We carry out regular health and safety checks and will need to enter your property to carry these out. These include:

- Monthly smoke detector testing to ensure it works so, in the event of a fire, the fire brigade can be called.
- Emergency pull cord system test every six months. There is a red emergency pull cord located in every room of your home (as well as the communal areas of the scheme).
- If you have been issued with a pendent device (issued for those at risk of falling), we will also test this on a monthly basis.



## Out of Hours

When our staff are not onsite, we have a service in place to provide out-of-hours and 24/7 support. The service can be accessed by pulling the emergency red cord. When you pull this cord you will be put through to a central control team who will take some information, identify what support you need and contact the relevant emergency team or our own support staff. During normal working hours this will be our local support staff.

## Fire Safety

We will also complete a person centred fire risk assessment with you to establish if there are any specific risks to you in your property in the event of a fire. This could be because you use oxygen or smoke in bed. Or it could be you have a health issue that means you may need extra help in the event of a fire.

We also carry out health and safety checks around the scheme. Staff conduct daily walkabouts to identify any hazards, blocked fire exits or repair issues. The main fire alarm will also be tested weekly as well as the fire doors and air vents to ensure they are working.

Fire safety talks take place every 6 months in residents' meetings. In the event of a fire, tenants should follow the appropriate evacuation procedures as advised by staff.

Guidance from the Fire Service recommends that tenants should remain in their own flat if the fire is not in their property. If the fire is in their property you should get out immediately. If there is a fire and you are in our communal areas of the scheme, you should not go back to your flat but assemble at the evacuation point. It is recommended that these tenants remaining in their flat should close doors and windows.

Please bear in mind it is neither tenants' nor staff's responsibility to assist other tenants out of the building. However, in the event of a fire, the role of staff and/or The Safe and Sound Service is to advise the Fire Service where the potential fire is and which tenants will require assistance to be evacuated.

## General Guidelines – Security

If you are aware that someone has accessed the scheme without permission:

- Do not approach them; instead pull the cord in your flat and alert the community alarm service. This will alert staff on duty.

If someone has called your door entry number asking to gain entry you should:

- Refuse them entry and ask them to contact the appropriate flat number or press “Managers button”.

If someone tries to access the scheme as you are entering the main entrance you should:

- Inform them that you cannot allow them access and they should call the appropriate flat or press “Managers button” to gain access.

## Identification

Tenants should always ask for a caller to identify themselves before allowing someone access into the building and their property.

## Tenant’s Keys

In the event of an emergency, staff can enter your flat using a spare key which is located in the scheme office safe. This key will only be used in an emergency situation such as flooding, fire or if you have an accident or sudden illness and are unable to open your door yourself.

Scheme staff or staff from the Safe and Sound Service will only enter your flat in an emergency or if you invite them in.

Tenants’ keys are security keys and therefore you should not attempt to have additional keys cut. If you require additional keys, then contact our staff who will be able to assist you. Tenants are advised not to fit additional locks and/or chains to their property as this will impede access in emergency situations.



## Anti-Social Behaviour

As part of your responsibilities as a tenant, you need to ensure that you or your guests/visitors do not cause any anti-social behaviour.

This can include, but is not limited to;

- Noise nuisance
- Aggressive or violent behaviour
- Neighbour disputes
- Illegal activities (such as selling or supplying drugs)

The council will work with you to ensure that you do not cause or become a victim of anti-social behaviour.

However, where a tenant is causing this behaviour, our staff will work with colleagues from Tenancy Management, the Anti-social Behaviour Team and the Police to ensure that the strongest actions are taken against the tenant. This could put your tenancy at risk.

You are responsible for the behaviour and actions of any friends, visitors or relatives who come in to the scheme as well as into your property.



## Protection from Abuse

Haringey Council is committed to safeguarding the welfare of children, young people and vulnerable adults. We believe that everyone has an equal right to protection from abuse, regardless of their age, race, religion, gender, ability, background or sexual identity.

We will take every reasonable step to ensure that children, young people and vulnerable adults are protected where our staff and partners/associates are involved in the delivery of our work. Those with autism will be supported according to their individual needs.

All concerns and allegations of abuse will be taken seriously and responded to promptly and appropriately by senior officers.

Below are the steps we're taking to safeguard everyone within our schemes:

- The Support and Wellbeing team have adopted the council's safeguarding policy, adhering to its associated procedures and code-of-conduct for staff.
- We listen to and respond immediately and effectively to all concerns including those involving children.
- We've ensured that all necessary background and other necessary checks are part of the recruitment process of all staff, volunteers and associates.

We provide training and support to all staff and associates to make sure they're aware and follow all safeguarding guidelines.

### **SAFEGUARDING IS EVERYONE'S BUSINESS!**

If you have concerns that a child, young person or vulnerable adult is being abused, please call us on 020 8489 1400 or email: [adult.protection@haringey.gov.uk](mailto:adult.protection@haringey.gov.uk) or [IAT@haringey.gov.uk](mailto:IAT@haringey.gov.uk).





# 6. Social and Wellbeing Activities

There is a weekly timetable of activities for residents living in supported housing accommodation. Activities include art classes, wellbeing workshops, exercise groups, creative workshops, gardening groups, music clubs, games afternoons and coffee socials.

These are either delivered by scheme staff, external professionals, or set up and led by the residents themselves. We welcome all residents to share their own ideas for social and communal activities.

Residents who want to establish new activity groups that meet the needs of all residents and make suitable use of the communal space, will receive support to establish the new groups.

The activities take place at schemes across Haringey and are open to all residents to join. The timetable is updated every 3 months and is displayed on the communal noticeboard around our schemes. You can also ask staff to provide you with a copy of the timetable.

If you need more information about what activities are happening near you, how to join, or would like to share any of your feedback and ideas please contact our team by emailing [shactivities@haringey.gov.uk](mailto:shactivities@haringey.gov.uk) or speak to a member of staff.



# 7. Tenant participation and consultation

We are committed to creating opportunities for tenants, individuals or groups to become involved in the affairs of the council's services and provide feedback.

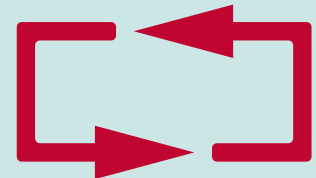
## Collaborating with our residents



We work closely with our residents to ensure you have a say, with our teams creating such opportunities and organising events.



We're giving tenants the chance to become part of groups to develop ideas and actions for our supported housing schemes.



We explore and develop various policies and procedures with residents on an ongoing basis.

## Get involved

We encourage all tenants to play an active role in the running of social and group activities within our Supported Housing Schemes.

We have set up an independent 'Supported Housing Continuous Improvement Group' which is made up of tenants from across our schemes. The forum works closely with the service and provides feedback to help us improve our services to tenants.

We also encourage and support scheme resident associations which play a crucial role for their scheme and add value to the day to day running of activities.

## Tenants Meetings

Tenant's meetings are held in each Supported Housing Scheme. These meetings give tenants and staff the opportunity to discuss any items of mutual concern relating to the scheme and services provided.

If you want to make your views or comments known about a relevant issue within your scheme, then you are encouraged to attend the periodic tenants' meetings held at your scheme. If you are uncomfortable about discussing your thoughts at the meeting you should then speak to a staff member. They may be able to help or to present your view to the meeting or could get further information for you.

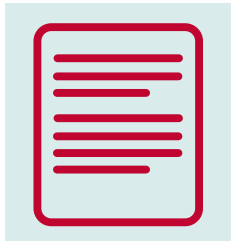
Additional meetings may be organised on occasion to get your thoughts on particular topics or issues which affect the whole scheme.

We want to ensure that all tenants are able, if they wish, to express their opinions and to comment on the services and support they receive. All suggestions are welcome.



# 8 Your information and confidentiality

To allow our support staff to provide you with the service you need, it is necessary for us to hold certain information about you. By recording and monitoring information regarding your needs we can take action if required to meet any change to these.



## Your personal file will comprise of:

- A copy of your Support Plan/Risk Assessment
- A copy of the Community Alarm referral form
- A copy of the Keyholder consent form
- Contact sheets

A paper copy of your file is kept in a locked cabinet. We also keep a copy of your file on the Council's computer-based system. Only housing support staff involved in delivering the supported housing service will have access to this information.

We collect some additional information about tenants to improve our services, and to ensure we meet our duties around equality. This includes information about health, religion, ethnicity and sexual orientation. You can tell us if you don't want to share this information with us.

We also use the information provided by tenants to carry out credit checks and checks to prevent fraud.

We'll keep your data for no longer than needed to provide a service and record our transactions with you. Tenancy files are usually kept for six years after the tenancy ends.

## Data Sharing

If you want us to share information with family or friends you will need to give us your permission to do so, and have this recorded on your support plan. If we are contacted by someone to discuss any aspect of your tenancy and we don't have your approval on record, we won't be able to share any information with them.

When contractors and partner organisations carry out work or provide services on behalf of the Council, we provide them with limited information such as your name and contact details. If you have any specific support or communication needs, we may also share this with them to ensure that you get the service that you need.

## Your Rights

Tenants have rights over their data, including the right to ask for a copy of the information that the council has about you.

To find out more about your rights please visit: <https://new.haringey.gov.uk/council-elections/data-finance/information-data-requests/data-protection-privacy/data-protection>

Please ask scheme staff if you have any questions about the way that we collect, store or share your personal data. You can also contact the Council's Data Protection Officer by email [dpo@haringey.gov.uk](mailto:dpo@haringey.gov.uk) or by sending a letter to Data Protection Officer, Level 7, Alexandra House, 10 Station Road, London N22 7TR.



# 9. Complaints

We always strive to provide a high standard of service. However, we recognise that there may be occasions when you are not happy with some aspects of that service.

A formal complaints procedure is in place and sets out clear details of what steps you can take if you have a concern with the service provided.

A full copy of the complaints procedure can be obtained either on line at [www.haringey.gov.uk/contact/council-feedback/make-complaint](http://www.haringey.gov.uk/contact/council-feedback/make-complaint) or from staff, or any scheme Office.

Complaint forms can be found within the foyers of most Supported Housing Schemes or by asking Scheme Support Staff. Notice boards will also detail who to contact if you have a complaint.

If you require any further information about the complaint's procedure, please speak with your Scheme staff or Housing Liaison Officers.





# 10. Supported housing hubs in Haringey



**Latimer House**  
Latimer Road,  
N15 6NW



**Lowry House**  
Pembury Road,  
N17 8LZ



**Sophia House**  
Antill Road,  
N15 4AQ



**The Lindales**  
Grassmere Road,  
N17 0HE



**Bedale House**  
23 Boyton Road,  
N8 7AZ



**Bigbury Close**  
by White Hart Lane  
N17 8QJ



**Hilldene Court**  
Alexandra Park Rd,  
N10 2DB



**Palace Gates**  
Braemar Avenue,  
N22 7AR

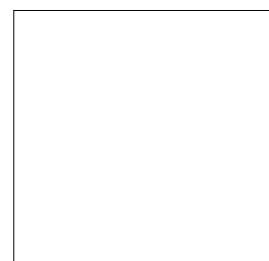


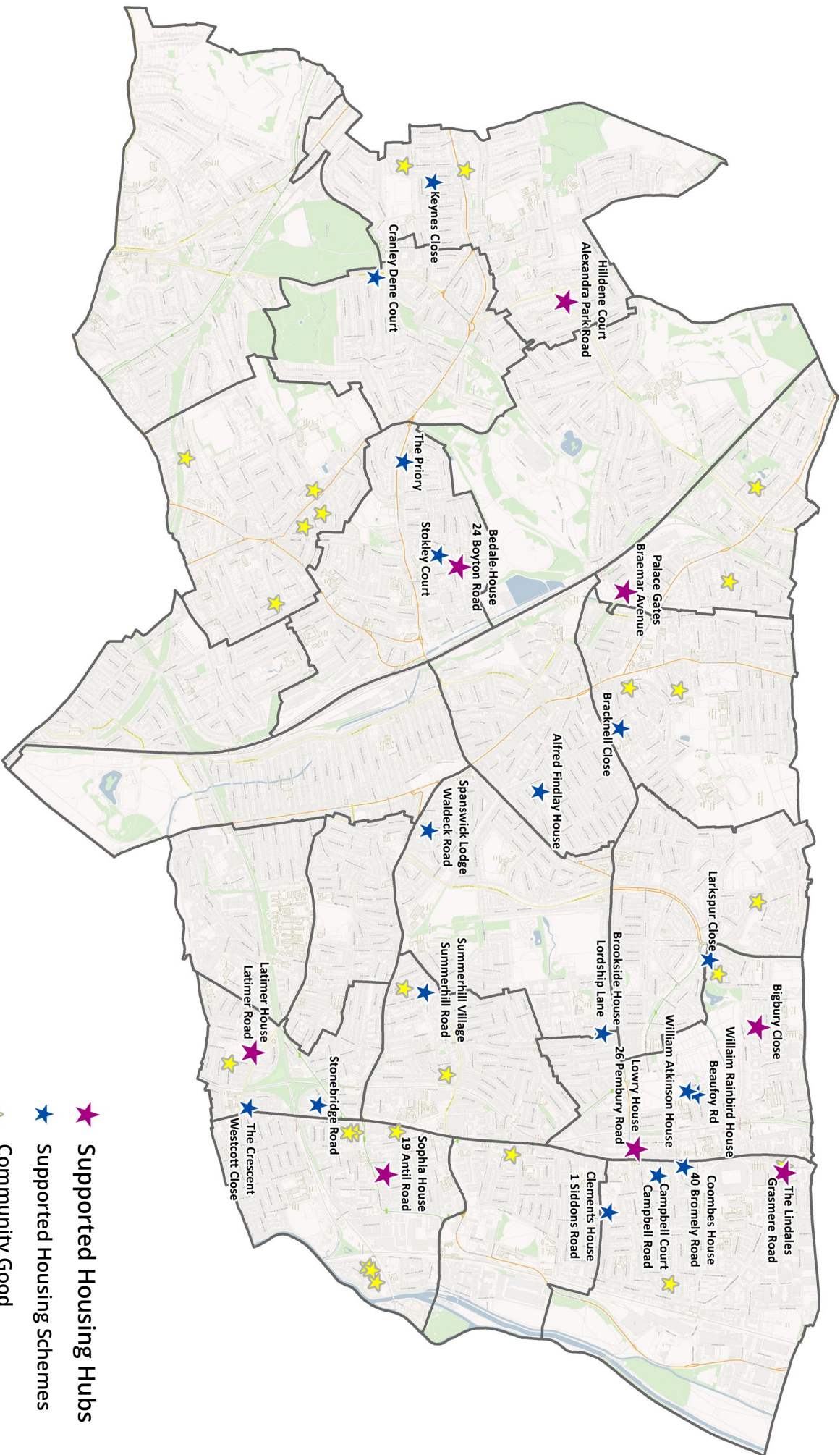
# 11. Useful contact details

Service/Section	Contact details	Services provided
Haringey Customer Services	<p><b>0208 489 5611</b></p> <p>Mondays, Tuesdays, Thursdays and Fridays (8am to 6pm) and Wednesdays (10am to 6pm), and for emergency calls at any other time.</p> <p>customerservices@haringey.gov.uk</p> <p><b>For resident involvement:</b> resident.involvement@haringey.gov.uk</p> <p><b>For repairs:</b> www.haringey.gov.uk/housing/council-tenants/repairs</p> <p><b>Paying your rent</b> (24-hour automated payment phone service: 0300 456 0520)</p>	<ul style="list-style-type: none"> <li>• Parking</li> <li>• Estate services</li> <li>• Feedback</li> <li>• Repairs</li> <li>• Resident involvement</li> <li>• Paying your rent</li> </ul>
Financial Inclusion Team	<p>financialinclusion@haringey.gov.uk or call <b>0208 489 5611</b></p> <p><b>For income support:</b> incomecollectionteam@haringey.gov.uk</p>	<p>financialinclusion@haringey.gov.uk or call <b>0208 489 5611</b></p> <p><b>For income support:</b> incomecollectionteam@haringey.gov.uk</p>
Safe and Sound Service	<p><b>0208 489 2365</b></p>	<p>Provides 24/7 cover to the supported housing service.</p> <p>Provides telecare adaptations via a referral.</p>
South Tottenham customer services	<p><b>020 8489 2280</b></p> <p><b>Marcus Garvey Centre - Library and Customer Services</b></p> <p><b>Tottenham Green Pools and Fitness,</b> 1 Philip Lane, London N15 4JA</p>	<p>Mondays, Tuesdays, Thursdays and Fridays: 9am to 5pm</p> <p>Wednesdays: 10am to 5pm</p> <p>For residents who want to collect or hand in keys or fobs.</p>

Service/Section	Contact details	Services provided
Wood Green Library Customer Services	0208 489 2280 Wood Green Library and Customer Services, 187-197A High Road, Wood Green, London N22 6XD	Monday, Tuesday, Thursday, Friday: 9am to 5pm Wednesday: 10am to 5pm For residents who want to collect or hand in keys or fobs.
Haringey Citizens Advice Bureau	Call 0300 330 1187 for advice (Monday to Friday, 10am to 1pm and 2pm to 4pm) Call 020 3872 5840 for general enquiries (no advice is given on this number).	
Haringey Connected Communities	020 8489 4431 connectedcommunities@haringey.gov.uk	Connected Communities is a programme set up to improve access to council and voluntary services, and support to residents.
Age UK	0800 169 87 87	Age UK is the leading charity for older people. They can offer information and advice on daily living, wellbeing, health, and care. There is currently no Age UK operating in the borough of Haringey.
Mind in Haringey	0208 340 2474 admin@mih.org.uk	Mind is a mental health charity working to prevent mental health problems, promote mental wellbeing and ensure those with mental health problems are respected and included in our local community.
IAPT	A GP can refer you, or you can refer yourself directly without a referral: <a href="http://www.nhs.uk/service-search/find-a-psychological-therapies-service/">www.nhs.uk/service-search/find-a-psychological-therapies-service/</a>	Talking therapies, such as cognitive behavioural therapy (CBT), counselling, other therapies, and guided self-help and help for common mental health problems, like anxiety and depression.

For more information about supported housing and digital copies of this welcome pack and scheme profiles please scan the QR code:





- ★ Supported Housing Hubs
- ★ Supported Housing Schemes
- ★ Community Good Neighbourhood Schemes