

The Vale of Glamorgan Council

Introduction to TESS

The Vale of Glamorgan Council believes that everybody has a right to a home but recognises that some people need support to help them to settle successfully, feel comfortable and to maintain their tenancy or license.

You could need the support for just a few months to assist you to move and settle into the community, or you could have a long term need for support to enable you to live independently and remain in your own home.

To provide tenants and licensees with this support, the Council has set up the Tenant Support Scheme and commissioned seven support agencies to provide the required services.

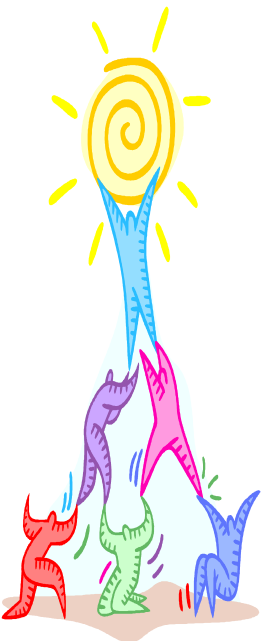
1. Cymdeithas Tai Hafan
2. Gofal Cymru
3. Hafod Care Association
4. Llamau Limited
5. Taff Housing Association
6. Tai Trothwy
7. Vale of Glamorgan Women's Aid



Each Organisation has a wealth of experience in providing individually tailored support to meet the needs of clients. All information that you give to a Support Worker allocated to you by one of these Organisations is kept CONFIDENTIAL and does not affect any rights that you have as a tenant or licensee of the Vale of Glamorgan Council.

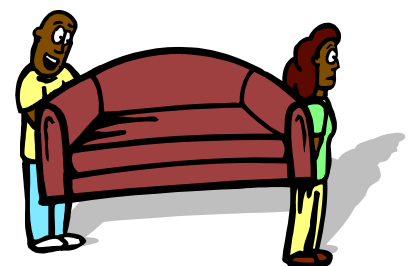
The support is carried out in your own home and is paid for by the Council, so you will not have to pay any more rent than you are paying now, even if you are working or have savings

The Support will be tailored to your own needs and is available at low, medium or high levels, depending on the services that you require and the amount of time needed to carry these out each week. It will be your CHOICE whether or not you take up the service. If you decide to go onto the Tenant Support Scheme and you later change your mind, you can leave the Scheme and discontinue the support at any time.



Some of the services that can be provided by TESS

- Help with the security of your property and advice on personal safety
- Help to make sure that you are able to use electrical appliances safely
- Help by carrying out minor repairs to your equipment or showing you how to carry them out yourself
- Help to teach you how to maintain the interior of your property, including food preparation, hygiene and maintaining a healthy diet, as well as helping you to gain basic DIY skills (gardening and painting) and to develop household routines (including washing and cleaning)
- Help to arrange for the Doctor, Nurse, Social Worker or another professional to call
- Help in arranging for adaptations to be made to your property if you are disabled, such as a ramp
- Help so that you know how to use equipment properly, safely and successfully
- Help or advice with personal budgeting, debt counselling, paying bills and to help you to develop your own skills to deal with them yourself in the future
- Help to deal with any neighbour disputes
- Help to complete all Benefit or Grant forms and to contact agencies on your behalf in the event of a problem or delay
- Help with settling into the community or to move if that is what you wish
- Help to become more independent and if possible to no longer need support at all, including help in finding out information about classes, volunteering or finding out about training and jobs to help you to gain confidence
- Help with running errands, collecting your pension, collecting your medication, taking back library books, or even taking you shopping
- Help by providing emotional support to you or to help you to cope with loneliness by regularly visiting you to check on your wellbeing.

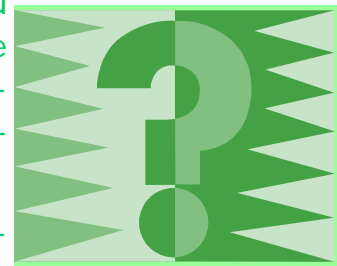


What will happen next?

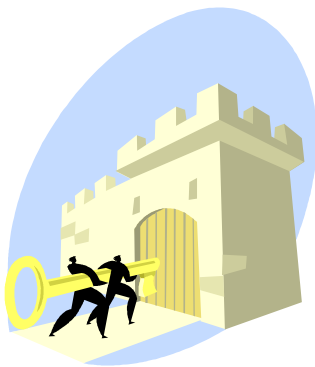


You will be asked to complete a needs assessment form, an agreement to accept support form and a consent for disclosure of information form, either by yourself or with our assistance. This will enable the Supporting People Team to ascertain that you do require support and which Support Provider is best suited to deal with your needs. It will also ensure that we are able to pass on your details to the Support Provider as you have given us permission to do so.

You will be placed on the Tenant Support Scheme waiting list on the return of the completed forms, and will then be contacted when a vacancy occurs on the Scheme, with the required Support Provider and at the correct level of support that you have indicated that you need. (In the event of more than one client on the waiting list matching the vacancy on the scheme, priority will be given to the client who has been on the waiting list the longest).



Following our referral, the Support Provider will contact you to arrange a mutually convenient appointment to complete a full in-depth Individual Support Plan. This is because everyone has different needs and the support provided must be agreed between you and your allocated Support Worker and designed to meet your own requirements.



The support will commence as agreed between the parties. The Supporting People Team of the Council will monitor the support services that are carried out by all of the Support Providers to ensure the high quality and effectiveness of the service is maintained.

If you have any queries or wish to make a complaint about the service that they are receiving, you should contact the Supporting People Team at the address and phone number below.

IF YOU WOULD LIKE TO TALK THIS THROUGH WITH SOMEONE OR OBTAIN FURTHER INFORMATION, PLEASE CONTACT THE SUPPORTING PEOPLE TEAM ON

(01446) 709793

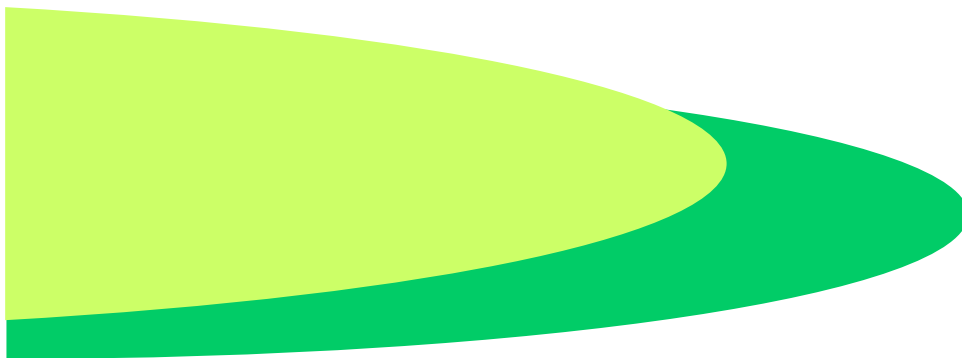
The Vale of Glamorgan Council

Housing & Community Safety
2/8 Holton Road
Barry
Vale of Glamorgan
CF63 4HD

Phone 01446—709793
Fax 01446—709841



supportingpeople
supporting independence



Who can the Tenant Support Scheme Help?



The Tenant Support Scheme can help either Existing Tenants or Licensees of the Vale of Glamorgan Council or People on the **HOMES4U** Housing Register Waiting list for a Council property

In both circumstances, you can refer yourself or ask someone else to refer you onto the Tenant Support Scheme by contacting the Supporting People Team on:

Telephone number—(01446) 709793



Postal address— Housing & Community Safety Division, Vale of Glamorgan Council, 2 – 8 Holton Road, Barry, Vale of Glamorgan. CF63 4HD



Personal callers— Office open at above address Monday to Thursday 8.30am to 5.00pm and Fridays 8.30am to 4.30pm



e-mail— supportingpeopleteam@valeofglamorgan.gov.uk

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