

Professional or self referrals welcome
Via Capita or contact us direct :
Referrals are accepted according to referral date.

CONTACT DETAILS



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If you would like this document in another format or community language, for example in large print, braille or on tape, please contact the Tenant Support Officer on the above numbers.

VISITING SUPPORT

For Older People in the Community

- FREE visiting support service delivered to you in your home.
- Providing low level client-led support and advice.
- Focusing on meeting an individual's housing-related support needs and assisting with gaining access to other services or organisations if required.
- Promoting safety and security of clients, maximising the benefits of aids, adaptations and assistive technology.
- Supporting independent living and social inclusion.



OUR SERVICE

Places for People Living + provide a free service available to people over 60 residing in the Bedford Borough and rural communities. To be eligible clients must have lived in the Borough for 6 months or have a local connection.

Our Tenant Support Officers are aiming to engage with and offer support and guidance to older people.

The service will be **client-led** providing **low level** individual identified support to enable client's to live independently in their own homes and be part of the local community.

OUR VISION

To offer visiting housing related support and guidance to older people in the community focusing on actively assisting the client to remain independent and maintain accommodation.

To offer services from other professionals and assist the client to access any health, community, social or leisure services that may be required or beneficial.

For individuals we will promote safety & security, social inclusion by enabling, encouraging and promoting local social groups and activities in the local community. We will support clients to build up networks to reduce feelings of loneliness and social isolation so life can be more fulfilling and enjoyable.

HOME VISITS

Home visits can be fairly flexible and of course family members are welcome to be present if the client wishes. Home visits will enable our staff to establish the type of support that could be helpful and beneficial to the individual. The support we offer can be a visit for a few weeks or several months depending on the individual's needs. Each client will have an individual support plan that will be agreed and reviewed on a regular basis.

KEY AIMS OF THE SERVICE

- Offer support to clients with housing related or tenancy issues.
- Support to access or renew housing benefit claims and apply for other benefits that the client may be entitled to.
- Support in setting up utilities or switching providers, advice on budgeting skills if needed.
- Referral to specialist debt and legal advice where necessary.
- Support in resolving neighbourhood disputes.
- Support with emotional needs and coping with change or bereavement.
- Liaising with landlords regarding rent payments or repairs.
- Help in finding local medical and welfare services.
- Provide information on local services, social activities and religious establishments.