



TAMESIDE SUPPORTING PEOPLE

DIRECTORY OF SERVICES

2015

People At Risk of Social Exclusion

Name of Service or Organisation	Service Offered	Who is it for?	Location	Age Range	How to Contact
Adullam Homes Housing Association Tameside Floating Support	Floating Support Service Monday – Friday 8.00 am to 7.00 pm Service is available at weekend	People in need of tenancy related support	Tameside	16 – 64	0161 339 5450 07824 526807 Fax: 0161 214 9772
Foundation	Accommodation Based Service provided over several Tameside properties. Includes Activities Programme	Single Men Single Women	Various sites within Tameside	16 +	Service Accessed through Tameside Single Point of Access only. Tel: 0161 331 2700
Threshold	Accommodation Based Service provided over several Tameside properties. Includes Activities Programme	Single Men Single Women	Various sites within Tameside	16 +	Service Accessed through Tameside Single Point of Access only. Tel: 0161 331 2700
Greystones Tameside Limited	Accommodation Based Service	Single Men with alcohol issues	Ashton-u-Lyne	35 – 65+	0161 331 2000 Referrals via Tameside Housing Options Advice
New Charter Housing Trust ROOTS Project	Tenancy support and compliance service	Offenders in need of tenancy support, subject to MAPPA and Integrated Offender Management	Tameside	18+	0161 331 2662 0161 331 2580

Homelessness

Name of Service or Organisation	Service Offered	Who is it for?	Location	Age Range	How to Contact
Adullam Homes Housing Association Tameside Floating Support	Floating Support Service Monday – Friday 8.00 am to 7.00 pm Service is available at weekend	People in need of tenancy related support	Tameside	16 – 64	0161 339 5450 07824 526807 Fax: 0161 214 9772
New Charter Housing Trust Gibson Terrace	Accommodation Based Service Supported Housing for Homeless Families 24 hour cover with sleep in staff and waking night staff	Couples with children Couples without children	Ashton-u-Lyne	All age groups	0161 331 2000 Referrals via Tameside Housing Options Advice
New Charter Housing Trust Lyne View	Accommodation Based Service Furnished temporary housing Day time staff on site with emergency call out	Couples with children Couples without children Single people	Hyde	All age groups	0161 331 2000 Referrals via Tameside Housing Options Advice
New Charter Housing Trust Waterton Lane	Accommodation Based Service Furnished temporary housing Day time staff on site with emergency call out	All household types	Mossley	All age groups	0161 331 2000 Referrals via Tameside Housing Options Advice

Domestic Violence

Name of Service or Organisation	Service Offered	Who is it for?	Location	Age Range	How to Contact
Tameside Women's Project Limited Women's Refuge	Accommodation Based Service 24 hour cover with waking and sleep in staff	Single Women Women with children	Tameside wide	All age groups	0161 339 8755
Tameside Women's Project Limited Women's Refuge	Outreach Support	Single Women Women with children	Tameside wide	All age groups	0161 339 8755


Offenders

Name of Service or Organisation	Service Offered	Who is it for?	Location	Age Range	How to Contact
Adullam Homes Housing Association Tameside Floating Support	Floating Support Service Monday – Friday 8.00 am to 7.00 pm Service is available at weekend	People in need of tenancy related support including offenders and people subject to Integrated Offender Management	Tameside	16 – 64	0161 339 5450 07824 526807 Fax: 0161 214 9772
New Charter Housing Trust ROOTS Project	Tenancy support and compliance service	Offenders in need of tenancy support, subject to MAPPA and Integrated Offender Management	Tameside	18+	0161 331 2662 0161 331 2317 0161 331 2101

Main Advice Agencies

Name of Service or Organisation	What Can They Help You With?	Telephone Number/Website Address
Tameside Council	Main contact number for the Local Authority	0161 342 8355 www.tameside.gov.uk
Citizens Advice Bureau	Helps people resolve their legal, money and other problems by providing free information and advice	0161 342 5005 www.citizensadvice.org.uk
Topaz and MIND	Counselling service for depression	0161 330 9223 www.mind.org.uk
Relate	Advice, counselling, workshops and mediation on relationship counselling	0845 165 1830 0161 442 2443 www.relategms.co.uk
Samaritans	Confidential non-judgemental emotional support, 24 hours a day for people who are experiencing feelings of distress or despair	0161 764 0055 Bury 0161 432 1221 Stockport 0161 236 8000 Manchester
Advice Now	An independent plain English website providing up to date information on the law and your rights	www.advicenow.org.
Child Poverty Action Group	Visit the CPAG website for up to date information on the campaign for the abolition of child poverty in the UK and for a better deal for low income families and children	www.cpag.org.uk
Child Support Agency (CSA)	The CSA makes sure parents who live apart from their children contribute financially to their upkeep by paying child maintenance	01457 133133 www.csa.gov.uk

Housing Advice

Name of Service or Organisation	What Can They Help You With?	Telephone Number/Website Address
Tameside Housing Advice	Help with housing problems, homelessness and domestic abuse housing issues Access to the Tameside Housing Register	0161 331 2700 www.tamesidehousingadvice.org
Adult Assessment and Customer Care Team	Advice and information on a wide range of services for help in managing your personal care in your own home, help with meals, equipment and adaptations	www.tameside.gov.uk/adultservices 0161 342 2400  0161 342 3602
Crisis	This national charity aims to end homelessness by preventing people from becoming homeless and transforming lives. The website has lots of useful links to other national organisations	0300 636 1967 www.crisis.org.uk
Shelter	Shelter offer free and confidential advice in housing, debt, welfare benefits, care and health needs. An advisor can explain your legal rights and help you to take action	0808 8004444 www.shelter.org.uk

Drug and Alcohol Information

Name of Service or Organisation	What Can They Help You With?	Telephone Number/Website Address
Alcohol and Drugs Service	A free and confidential service to anyone over 18 who lives in the Tameside and Glossop area and have problems with alcohol misuse	0161 831 2400 www.adsolutions.org.uk
Addiction Dependency Solutions	A free and confidential service to anyone over 18 who lives in the Tameside and Glossop area and have problems with alcohol misuse	0161 343 1133

Name of Service or Organisation	What Can They Help You With?	Telephone Number/Website Address
Drugs Intervention Programme	Advice and Information for people with drug related problems	0161 343 5622
Drug and Alcohol Services	Drug and alcohol service for people aged 18+	0161 339 8644
Branching Out	Provides a confidential service to young people and their families who need advice and assistance around substance use	0161 342 7605
Needle Exchange Service	Confidential service to substance misusers offering a range of clean works, paraphernalia and safe disposal of used needles. Advice and information also available	0161 339 8644
Narcotics and Alcoholics Anonymous	12 step based voluntary programme for drug and alcohol misusers	01253 850018 www.na.org www.alcoholics-anonymous.org.uk
Lifeline	Branching Out is a free and confidential drug and alcohol service for young people under 19 living in Tameside	0161 343 1820
Talk to Frank	A confidential, anonymous, discreet and well-informed advice service on drug issues. The Helpline is 24 hours a day and the number won't show up on your phone bill	0800 776600 www.talktofrank.com

Domestic Violence and Health Information

Name of Service or Organisation	What Can They Help You With?	Telephone Number/Website Address
National Domestic Violence Helpline	Emotional and practical support to women and children experiencing Domestic Violence to enable them make informed choices and access a place of safety in a women's refuge. Offers information to friends, family and external agencies calling on behalf of a woman	0808 2000 247 www.nationaldomesticviolencehelpline.org.uk

Tameside Women's Project	24-hour confidential advice helpline (in Tameside)	0800 328 0967
NHS Direct	A 24 hour free medical advice Helpline	0845 4647 (to be replaced by 111)

Name of Service or Organisation	What Can They Help You With?	Telephone Number/Website Address
Rape Crisis Helpline	Advice and information of survivors of sexual violence	0808 802 9999 England and Wales 0808 801 0302 Scotland

Employment and Financial Support


Name of Service or Organisation	What Can They Help You With?	Telephone Number/Website Address
Housing Benefit	Advice and information on help towards housing costs for people on a low income or those who receive Income Support or Job Seekers Allowance	0161 342 3708
National Debt Line	The Helpline provides free confidential and independent advice on how to deal with debt problems	0808 808 4000
Tameside Welfare Rights	Free, confidential help and advice with claiming benefits and representation at social security appeals	www.tameside.gov.uk/welfarerights 0800 074 9985
Job Centre Plus	Job seeking advice	0161 253 2900
The Department for Work and Pensions	The DWP website provides information about benefits and services	www.dwp.gov.uk

Elizabeth Finn Care	Elizabeth Finn helps people who do not have enough money coming into their household to pay for things they really need. They help people whose former careers have been interrupted or ended through physical or mental problems, loss of work and family breakdown or those struggling on low income in retirement	www.elizabethfinncare.org.uk
Tameside Resettlement Scheme	TRS started on 1st April 2015. It is for Tameside people, aged 16+ who are on a low income and who need help to leave an institutional (hospital, prison, hostel) or an unsettled way of life, including homelessness and who need help to avoid serious harm to themselves and / or their family. If you are in a financial crisis and need money for essentials such as food, clothing or for gas and electric this scheme will not provide this.	http://www.tameside.gov.uk/support/independentliving
Help with benefits	A website that provides information and advice for Tameside residents on welfare reform. It includes a search engine to identify where you can get advice and where you can apply for benefits on line	http://www.helpwithbenefits.org.uk/
Food Banks in Tameside	Information about what food banks provide, where food banks are located in Tameside, how to access them and how to support them	http://www.foodbanksintameside.org.uk/

Name of Service or Organisation	What Can They Help You With?	Telephone Number/Website Address
Connexions Tameside	Is the advice, guidance and support service for all young people aged 13 – 19 years of age. If you have learning difficulties or disabilities Connexions can help people up to the age of 25	0161 330 1528 www.connexions-tameside.com
Got a Teenager?	Meet other parents of teenagers and find support at the website from Parentline Plus	0808 800 2222 0800 783 6783 Free textphone www.familylives.org.uk/gotateenager
Tameside Service Information Directory	Directory for children, young people and families. Information on learning opportunities and leisure opportunities and leisure activities	www.tameside-sid.org.uk
Tameside Young Carers Project	Support to children and young people, up to the age of 18, who are playing a caring role in their family	0161 368 3192

Housing Associations

Housing Associations	Address	Telephone Number/Website Address
Accent Foundation Limited	204 Curzon Road, Ashton-under-Lyne OL6 9LT	Tel: 0845 678 0580 www.accentgroup.org/foundation All Households ✓ Elderly People ✓

Housing Associations	Address	Telephone Number/Website Address
AKSA Housing Association	2 Media House, Phoenix Street, Oldham OL1 1AN	Tel: 0161 620 2992 Fax: 0161 624 3889 www.aksahomes.co.uk All Households ✓
Arcon Housing Association	12 Lloyd Street, Manchester M2 5ND	Tel: 0161 214 4120 www.arcon.org.uk Elderly People ✓
Anchor Trust	Milestone Place, 100 Bolton road, Bradford BD1 4DH	Tel: 0845 140 2020 www.anchor.org.uk Elderly People ✓
Ashton Pioneer Homes	Margaret House, Margaret Street, Ashton-under-Lyne, Lancashire OL6 7TH	Tel: 0161 343 8128 www.ashtonpioneerhomes.co.uk All Households ✓
Contour Homes	Quay Plaza2, 1 st Floor – Lowry Mall, Salford Quays, Salford M50 3AH	Tel: 0845 602 1120 Fax: 0161 875 8200 www.contourhomes.co.uk All Households ✓ Elderly People ✓
Guinness Northern Counties	139 Buxton Road, Heaviley, Stockport, Cheshire SK2 6EQ	Tel: 0845 605 9000 Fax: 0161 482 2045  0161 483 8515 www.guinnesspartnership.com All Households ✓

Housing Associations	Address	Telephone Number/Website Address
Your Housing Group	P O Box 593 Preston PR2 2WU	Tel: 0345 345 0272 www.yourhousinggroup.co.uk
Irwell Valley Housing Association Ltd	5 th Floor, Paragon House, 48 Seymour Grove, Manchester M16 0LN	Tel; 0161 610 1000 www.irwelvalleyha.co.uk All Households ✓
Riverside English Churches Housing Group	2 Estuary Boulevard, Estuary Commerce Park, Liverpool L24 8RF	Tel: 0845 111 0000 www.riverside.org.uk
Hanover Housing Association	Hanover House, 1 Bridge Close, Staines TW18 4TB	Tel:01784 446 000 Freephone: 0800 280 2575 www.hanover.org.uk
Johnnie Johnson Housing Trust Ltd	Astra House, Spinners Lane, Poynton, Cheshire SK12 1GA	Tel: 01625 859 999 0845 604 1095 www.jjhousing.co.uk Elderly People ✓
Mosscares Housing Ltd	101 Great Western Street, Moss Side, Manchester M14 4AA	Tel: 0161 226 4211 www.mosscares.org.uk All Households ✓
New Charter Housing Trust Group	New Charter Housing Trust Group, Cavendish 249, Cavendish Street, Ashton-under-Lyne OL6 7AT	Tel: 0161 331 2000 www.newcharter.co.uk All Households ✓ Elderly People ✓

Housing Associations	Address	Telephone Number/Website Address
Places for People Group	8 Wyndale Road, Oldham, OL8 3DB	Tel: 0161 620 1038 www.placesforpeople.co.uk
Raglan Housing Association	Corn Mill House, King Edward Avenue, Glossop, SK13 7QT	Tel: 0845 070 7772 www.raglan.org
The Regenda Group	Regenda House, Enterprise Business Park, Northgate Close, Horwich, Bolton BL6 6PQ	Tel: 0344 736 066 www.regenda.org.uk All Households ✓ Elderly People ✓
St Vincent's Housing Association Ltd	1 st Floor, Metropolitan House, 20 Brindley Road, Old Trafford, Manchester M16 9HQ	Tel: 0845 606 6565 www.svha.co.uk Elderly People ✓
Peak Valley Housing Association	The Hub, Stockport Road, Mottram, Hyde SK14 6NT	Tel: 0345 270 3501 www.pvha.co.uk

Glossary

Alarm Services

People using alarm services live independently in their own home but emergency help can be called upon if needed. Residents can access this help by activating an alarm (either by a pendant worn around the neck, alarm buttons or pull-cords located around the home). Emergency help is available 24 hours a day, 7 days a week.

Floating Support / Tenancy Support

Floating support is provided to people in their own homes, or tenancies and helps them to maintain their tenancy and independence.

Homelessness Accommodation

This is a very short-term service for people/ families who are deemed statutory homeless and require accommodation with support needs.

Refuge

A refuge is where people can go for protection or shelter. This type of service is usually available for women/families of domestic violence.

Sheltered Housing

Sheltered Housing or Extra Care Schemes with a manager means support is available 24 hours a day to deal with emergencies. Managers also help new residents settle in, have regular contact with each resident, encourage social activities and report and monitor repairs. Care staff are also available at Extra Care Schemes.

Supported Accommodation (24hrs)

In this type of accommodation a member of staff is either available on the premises, or support may be provided via security systems, 24 hours a day 7 days a week. In this type of supported living there are often communal living areas such as living rooms and kitchens with individual bedrooms.

The Supporting People Directory of Services is available on Tameside Council's website
www.tameside.gov.uk

For further information please contact TMBC Supporting People

Diane Barkley
Poverty and Prevention Manager
Tameside Housing Advice
119 - 125 Old Street
Ashton-under-Lyne
OL6 7RL

Tel: 0161 342 3110

If you need information on support services in this directory to be interpreted into one of the community languages or you require it on tape, Braille or large print, please contact Supporting People.