

## How do you apply?

If you think we can help you or someone you know, or if you have any questions about this service, please get in touch with us at:

### **Stonham**

Ryedale Tenancy Support Service  
The Portacabin  
Wentworth Street  
Malton  
YO17 7BN

**Tel: 01653 694703**

**Fax: 01653 694703**

## About Stonham

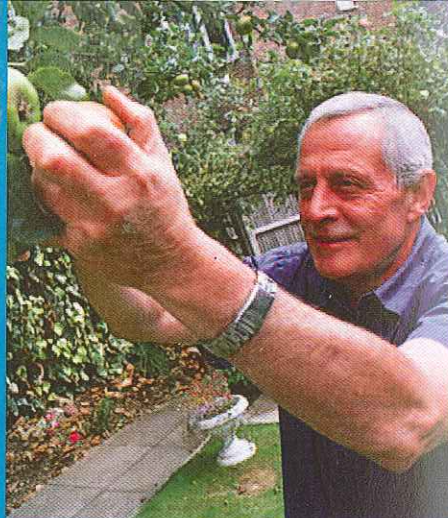
Stonham's continued success is in providing specialist services customised to local needs. With 550 services around the country, Stonham is England's largest specialist provider of housing and support.

We help over 15,000 people every year some of whom are the most socially excluded people in society. Some clients live in Stonham services whilst others live in their own homes with our support. Our services are designed with local people in mind providing high standards of specialist care and support.

**Stonham values: customer focus | innovative | integrity | motivated | respect | reliability | openness**

Stonham is a division of Home Group Limited. Home Group is a Registered Social Landlord (Housing Corporation Register No. L3076) and a charity registered under the Industrial & Provident Societies Act 1965 (Register No. 22981R).

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**Stonham**  
part of  
**home**

## Ryedale Tenancy Support Service

Information for clients, relatives, carers, referrers and professionals.

### What does Stonham offer?

Stonham provides housing-related support to clients in their own accommodation. We provide support and assistance to empower our clients to develop and maintain their ability to live independently.

### Why might you need help?

- You have debt problems, mortgage or rent arrears.
- You are at risk of becoming homeless.
- You are setting up home for the first time.
- You suffer from or are at risk of domestic violence.
- You have physical or mental health problems.
- You have drug or alcohol problems.

 **business to support people**

 **Supporting people**  
Communities and Local Government

## What do we offer?

The support we offer is varied and tailored to each individual client's needs. Key areas of support and opportunities might involve:

- Support to maintain your home, or move on and settle into a new home.
- Help with budgeting, debt advice, paying bills and claiming relevant benefits.
- Signposting and access to local services e.g housing agencies, specialist support agencies, education, training and employment.
- Help with speaking up for yourself.

## What don't we offer?

There are some things that we can't offer; however, we can direct clients to the relevant agencies that do provide the following services:

- Counselling.
- Personal care or giving you your medication.
- Household chores such as shopping, cleaning and cooking.
- Handling money.
- Transport.

## What can you expect from us?

You can expect from this service:

- Respect and confidentiality.
- Good liaison between Stonham staff and others involved in your care or support.
- Regular visits and reviews of your support plan by allocated support workers.
- Invitations to attend client meetings.
- Consultation about the service and the right to challenge, complain and praise.
- The right to change your mind.

## What happens when you apply?

When we receive a referral form we will visit the client to talk over what kind of support they need. If appropriate we will appoint a worker who will complete a support plan with the client to identify objectives which will enable them both to work towards developing and maintaining the client's independence. The worker visits the client on a regular basis to assist with, and measure their progress.

## How quickly will I get help?

We will arrange to visit you within 10 working days. At busy times it may be a little longer, but we will keep in touch with you about this. Priority will be given in this order:

- People who are about to be made homeless or people living in temporary accommodation.
- People moving into unsupported accommodation from supported housing, such as a hostel.
- People who are at risk of becoming homeless.
- People who are at risk of not maintaining their independence.

Here are some of the things Stonham clients have said about us:

Stefano says: "Stonham have been the best thing to happen to me all year, thank you."

Angela says: "15 months ago I was at rock bottom, with no one to turn to for help, I was on the verge of losing everything. Then Stonham came into my life, it was like a miracle. With help from Stonham and my support worker, my life has had a complete turn around. I can look forward with pride and confidence, thanks to Stonham."