

Key information sheet

HARTS for Families



Circle Support – Mission and Aims

Circle Support is the support provider for the Circle Group and our aim is to Enhance the Life Chances of the people we work with. Life Chances are the opportunities each individual has to improve his or her quality of life and are linked to a person's social situation.

We want our services to be inclusive and aim to ensure that applicants and service users are not discriminated against on the grounds of gender, ethnicity, family circumstances, disability, religion, sexuality, age or sexual health.

We are committed to open communication with our service users and we offer a range of opportunities for service users to let us know their views. We want to hear from as many of our service users as possible so being flexible and ensuring that we are listening and responding when service user expresses a view is important to us.

What do we offer?

HARTS is a free service that offers 'housing related' support to families living in the London Borough of Haringey. The service aims to help people live more independently, and maintain their

accommodation. If you have housing related problems, we can support you to achieve the following outcomes:

- maintain or access appropriate accommodation
- avoid eviction
- increase your self confidence and independence
- make sure you receive all the money you are entitled to
- access money advice and help reduce debt
- better manage your physical health
- better manage your mental health
- better manage substance misuse
- access other services that you may need
- obtain career advice or paid work
- access education, training or volunteering opportunities
- access leisure, faith or informal learning opportunities
- access social/cultural activities
- reduce the risk of self harm
- minimise harm or risk of harm from others
- have opportunities to be involved
- maintain positive family, social and community networks

How do we work?

HARTS works to promote and encourage choice and independence through support. Our main aim is to help with housing problems, however we know that other issues can make dealing with these problems more difficult so will aim to help you in other areas too if we can.

We will agree a 'Support Plan' which will help you make decisions about the type of support that you need and want. To help you keep on track, your Support Worker will agree with you how often you will need to meet and will arrange regular appointments.

We will expect you to demonstrate a commitment to increasing your own independence, and a willingness to meet with your Support Worker regularly to review your Support Plan.

Who can apply?

We accept self referrals, and also referrals from other agencies including Housing, Health, and Social Work. To be accepted for support you must meet the following conditions:

- Currently living in Haringey
- Responsible for one or more children (including being pregnant)
- Have support needs that HARTS are able to meet
- Not already receiving similar support
- Willing to engage in a Support Planning process

Prioritising cases

In order to ensure that those who are most in need get support first, we prioritise in the following way:

Priority 1 – A family who is at immediate risk of losing their home.

Priority 2 – A family who will, without support, be at risk of losing their home in the near future.

Priority 3 – A family who will benefit from support and this support should reduce the risk of them losing their home in the future.

Priority 4 – A family who will benefit from support but it isn't essential to reduce the risk of them losing their home in the future.

How long can we support you?

Support is short term, and will usually be completed within six months however in exceptional cases this may be extended to up to 12 months. Urgent cases may be seen by our 'Rapid Response' Team who will usually provide intensive support for up to one month.

How do I apply?

Call us on:

0845 303 2350

Email:

harts@circlesupport.org.uk

Fax:

020 8826 1701

Minicom:

020 8826 1703

When we receive your application form we will:

- Arrange for you to be interviewed in order to make an assessment
- Give you the opportunity to ask questions about the service
- Let you know within 5 working days of carrying out an assessment if we can support you.
- Keep you informed (and with your permission, anyone who referred you) on how long you may have to wait for the service, how long we can support you for and the name of your allocated worker

