

# Sustain

**Support for people with housing  
related difficulties**



*Providing support when you need it most*

**Sustain is a housing related support service which aims to help people live independently by giving them support when they need it most.**

**The service provides practical advice, support and assistance for people in all types of households including homeowners.**

**Sustain is a fairly short term service. Support is provided for just as long as is necessary with the maximum being one year.**

**Clients referred to the service will have a named Support Officer who will visit on an agreed basis to help the client resolve their housing related support problems.**

### **Who will the service support?**

The service is for people living in the Borough of Poole, aged between 18 and 64 who are willing to be supported by this service.

**“Couldn’t have achieved what I have so far without the support I have received.”**

**- Sarah**

**Special consideration will be given to those at most risk of homelessness, or at risk of harm through their housing situation, and in addition we will also support people who:**

- ✓ Have repeated contact with the NHS due to their inadequate or unsuitable housing
- ✓ Are living independently for the first time
- ✓ Are moving on from supported housing or street living
- ✓ Need help downsizing in social housing

## What do we help with?

We provide practical support and advice that helps our clients sort out their problems:

- Budgeting and management of finances
- Help and advice in resolving housing issues, e.g. rent/mortgage arrears or neighbour issues
- Claiming welfare benefits
- Help and assistance in accessing GPs, healthcare provision, social services or local authority services
- Signposting to counselling
- Support and guidance during transitional or difficult periods
- Life skills and being independent at home
- Support to access local community organisations, culturally specific services and other services.

## What happens when I am referred?

If the team decides that you qualify for help, your support worker will agree a support plan with you that sets out what you want to achieve. The sup-

port plan will detail how the support will be provided and for how long. It will be regularly reviewed to ensure it still meets your needs. When you and your support worker agree that you no longer need support, the support will go to someone else who needs it.

**“The support has been my backbone in helping me deal with my money problems.”**

**- Andy**

## Do I have to pay?

No, there are no charges for the service.

**“Very happy with service. I have greater independence.”**

**- Katie**

## How do I apply?

You or a friend or relative can self-refer to the service by contacting us direct, or you can be re-

ferred by a professional or an agency, including doctors, social services, Housing Officer/Advisor, community mental health team and CAB.

If you would like more information please  
contact us:

**Sustain**  
**Poole Housing Partnership**  
**Beech House**  
**28-30 Wimborne Road**  
**Poole**  
**BH15 2BU**

**Tel: 01202 264444**  
**Email: [sustain@poole.gov.uk](mailto:sustain@poole.gov.uk)**

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