

In some cases (such as the provision of Domestic Violence Support Services or Support Services for people with HIV/AIDS) we have to keep a service address private to protect service user's safety.

How will I get in touch with a service?

The website will provide you with details of how to get in touch with a service. Sometimes this will be by contacting the service direct (self referral) and sometimes by contacting someone else, for example probation or social services, who can refer you.

Are support services the same as care services?

No. The Supporting People Programme provides housing-related support services only. For example, services may provide help with life skills such as cooking, paying bills or budgeting, which is part of living independently. But these should work well with local health or statutory care services, such as personal or nursing care, to help someone live independently (for further information on care services please contact your local council). The Supporting People National Directory only contains information about housing-related support services.

What do I do next?

If you need a housing-related support service, there's an easy way to find the service you need.

Simply visit our website

www.spdirectory.org.uk

If you don't have the internet at home your local library will have internet access. The website is easy to use yourself or you could ask a friend, relative or carer to help you to:

- Search for a service yourself
- Look for a support service anywhere in England
- Find emergency, short term or long term support
- Search the website anytime of the day or night

It's a one stop shop for housing related support services. Just tell us what support services you are looking for and we will search across England for suitable services for you.

If you have any other comments or suggestions about the Directory you can use the feedback section of the website.

www.spdirectory.org.uk

supporting independence online

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Supporting People Directory of Services

Do you need support to help you live independently or to continue to maintain your independence because of your age, mental health problems, leaving care or prison, because of alcohol or drug problems or for any other reason?

If so, it is now easier for you to search for the support services you want.

Simply visit our website:

www.spdirectory.org.uk

The Directory of Services website has details of housing-related support services right across England. Once you have entered the Directory Website you will be asked to answer some basic questions about yourself and the support you need. The website will conduct a search to locate support services that match your requirements. It will then provide you with a list of support services including details on how to contact them. This will enable you to get in touch with the services of your choice.

This leaflet aims to answer some of your questions about the Supporting People Directory.



What is the website for?

It is to help you search for all kinds of support that can help you live more independently. The website brings together information on all housing related support services across England enabling you to search for a support service anywhere in the country.

Is it for me?

Yes, if you need any kind of housing related support. For example, if you:

- Have difficulty coping because you are elderly, or because you have a disability
- Have been homeless
- Have drug, alcohol or mental health problems
- Are coming out of care
- Are a teenage parent
- Are at risk of domestic violence

There may be other reasons you need help or support to enable you to live more independently.

What services will I find on the website?

There are thousands of services on the website for all kinds of people. These range from housing with sleep-in staff for people with learning disabilities or other groups, to sheltered housing for elderly people, probation hostels for ex-offenders or onsite support for teenage parents.

Some of the services are accommodation based and some are services that come to provide support to you where you are currently living.

What if I need support in a hurry?

If you need to find support in an emergency, you can use the website to search for a service or helpline immediately, the website will also provide you with the contact details for the service and inform you of the referral route to access the service.

What will the website tell me about a service?

It will tell you the service name, who runs it, where it is located, and details about the type of support the service offers. It will also tell you how you can be referred to a service and the contact details you need. However the website will not be able to tell you if the service has any spaces free or if they will definitely be able to help you – you or somebody acting on your behalf would have to contact the service to find out.