

Supporting People

Directory of Services for people aged 50+

Trafford Metropolitan Borough Council

Introduction

This directory will help you access **Supporting People services for people aged 50 and over in Trafford**. Supporting People offers **housing related support** services such as:

- Help to live independently in your own home
- Help to make sure that your home is safe and secure
- Help to access a community alarm service
- Help to apply for benefits
- Help provided by a scheme manager or mobile warden in sheltered services
- Help to contact other organisations like social services, health services, education or training services

Supporting People services are provided by lots of different organisations including housing associations, voluntary organisations, private companies and Trafford Council. The Supporting People team is responsible for checking that services are good quality and meet people's needs.

If you have difficulty using this directory please contact us. Our details are near the back of this directory.

Another directory of services is available for people of all ages who require housing related support with a wide range of needs including people with mental health problems, people with learning disabilities, young people, teenage parents, single homeless people, homeless families, women escaping domestic violence, offenders or people at risk of offending, and people with a physical or sensory disability.

The other directory is called '**Supporting People - Directory of Supported Housing Services**'. A copy can be found at council offices, local libraries, from our website or by contacting the Supporting People team.

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Supporting People services for people aged 50+

Sheltered housing with a scheme manager or mobile warden

Living in sheltered housing offers reassurance and a sense of security. Some properties have a scheme manager based on site. Other services provide a mobile warden who visits regularly or in response to specific support needs.

These services support people to continue to live independently in their own home. As well as low level support on a day-to-day basis they can also provide help in an emergency.

This support is linked to specific accommodation, so to access these services it is necessary to apply for the accommodation. Please contact individual providers for information on the type and location of accommodation.

Community alarm services

Having a community alarm can offer peace of mind 24 hours a day. When the alarm is activated it sends an alarm to a response centre. There are different levels of response ranging from support over the phone to a visit by a mobile warden. As with warden support, this service is linked to specific accommodation. Please contact individual providers for more information on the type and location of accommodation.

Home improvement agency

A service for homeowners and private tenants aged 60 and over. This service provides support, advice, technical and financial expertise, as well as cost effective and trustworthy builders to ensure older people can keep their homes safe and secure. They will visit older people in their homes to arrange repairs and handy help services.

Sheltered housing with a scheme manager or mobile warden

Providers of this service

The providers on pages 5 to 10 of this directory are Housing Associations, also known as Registered Social Landlords (RSLs). Please contact providers directly for more information on their accommodation and support services and how to apply.

Provider	What type of service is it?	Who is it for?	Location	Contact Details
Adactus www.fhamanchester.co.uk	Sheltered Housing	People aged 55 and over	Old Trafford Stretford Urmston Sale	Turner House 56 King Street Leigh WN7 4LJ Tel: 01942 608 715
Anchor Trust www.anchor.org.uk	Sheltered Housing	People aged 55 and over	Old Trafford Urmston Sale Altrincham	Business Services Centre Supporting People Team Milestone Place 100 Bolton Road Bradford BD1 4DH Tel: 08457 75 85 95

Sheltered housing with a scheme manager or mobile warden

Provider	What type of service is it?	Who is it for?	Location	Contact Details
Contour Homes www.contourhousing.co.uk	Sheltered Housing	Older people with support needs	Old Trafford	2nd Floor 143 Buxton Road Stockport SK2 6EQ Tel: 0845 602 1120
Equity Housing Association www.ehg.co.uk	Sheltered Housing	People aged 60 and over	Stretford	Armitt House Monmouth Road Cheadle Hulme Stockport SK8 7EF Tel: 0800 733 233
Housing 21 www.housing21.co.uk	Sheltered Housing	People aged 55 and over	Sale	9 Avro Court Ermine Business Park Huntington PE29 6WG Tel: 01480 453 541



Sheltered housing with a scheme manager or mobile warden

Provider	What type of service is it?	Who is it for?	Location	Contact Details
Irwell Valley Housing Association www.irwellvalleyha.co.uk	Sheltered Housing	People aged 60 and over	Sale Old Trafford	5th Floor, Paragon House 48 Seymour Grove Manchester M16 0LN Tel: 0161 610 1000
Johnnie Johnson Housing Trust www.jjhousing.co.uk	Sheltered Housing	People aged 60 and over	Timperley	Head Office Annexe 90 Chester Road, Poynton Cheshire SK12 1HG Tel: 0845 604 1095
Salvation Army Housing Association www.saha.org.uk	Sheltered Housing	People aged 55 and over	Sale	33 / 35 Chorley New Road Bolton Lancashire BL1 4QR Tel: 01204 360 500 Or 0845 300 0008

Community alarm services

Providers of this service

Provider	What type of service is it?	Who is it for?	Location	Contact Details
Beech Housing Association www.fhamanchester.co.uk	Shared ownership accommodation with community alarm	Older People	Urmston Stretford	Turner House 56 King Street Leigh, WN7 4LJ Tel: 01942 608 715
Manchester Methodist Housing Association www.greatplaces.org.uk	Community Alarm	People aged 55 and over	Sale Stretford	Southern Gate 729 Princess Road Manchester M20 2LT Tel: 0161 447 5100
Mosscares Housing www.mosscares.org.uk	Community Alarm	People aged 55 and over	Stretford Sale Urmston	101 Great Western Street Moss Side Manchester M14 4AA Tel: 0161 226 4211



Community alarm services

Provider	What type of service is it?	Who is it for?	Location	Contact Details
Northern Counties Housing Association www.ncha.co.uk	Community Alarm	People aged 55 and over	Stretford Sale	India House 1-3 McGinty Place Off Whitworth Street Manchester M1 6BA Tel: 0161 244 6800
Partington Housing Association www.harvesthousing.org.uk	Community Alarm	People aged 55 and over	Partington	Harvest Response PO Box 593 Preston PR2 2WU Tel: 0845 345 0272
St Vincent's Housing Association www.svha.co.uk	Community Alarm	People aged 50 and over	Flixton	Rylands Hall Edge Lane Stretford Manchester M32 8NP Tel: 0161 865 6565



Services with an alarm and a scheme manager or mobile warden

Providers of this service

Provider	What type of service is it?	Who is it for?	Location	Contact Details
Manchester and District Housing Association www.harvesthousing.org.uk	Sheltered Housing	People aged 55 and over	Old Trafford Altrincham	Harvest Response PO Box 593 Preston PR2 2WU Tel: 0845 345 0272
Trafford Housing Trust www.traffordhousingtrust.co.uk	Sheltered Housing	People aged 60 and over	Borough wide	Older People's Services Marshall House 2 Park Avenue, Sale Manchester M33 6HE Tel: 0161 912 3435

Choice based lettings for Trafford Housing Trust properties

Trafford Housing Trust offers people the chance to bid for their available properties in the borough. Applicants who wish to bid for properties must be on the Housing Trust Register. You can apply online on the Trafford Housing Trust website (www.traffordhousingtrust.co.uk) or you can phone the lettings team on 0161 968 0173.

Once your application is successful you can bid for properties on line, in libraries or in the following places: Stretford Public Hall, Waterside House (Sale), Centre Point (Sale), Marshall House (Sale), Urmston Council Offices.

For further information about Choice Based Lettings please contact the lettings team on 0161 968 0173



Home improvements

Providers of this service

Provider	What type of service is it?	Who is it for?	Location	Contact Details
Trafford Care and Repair www.careandrepair-manchester.org.uk	Home Improvements	Homeowners and private tenants aged 60 and over	Borough wide	Trafford Care & Repair Unit 14 Empress Building 380 Chester Road Manchester M16 9EA Tel: 0161 873 8666

Trafford Care and Repair (for homeowners and private tenants)

Trafford Care and Repair is a home improvement agency which provides support, advice, technical and financial expertise, as well as cost effective and trustworthy builders to ensure older people can keep their homes safe and secure. They will visit older people in their homes to arrange repairs and handy help services.

If you would like any assistance with repairs to your home please contact Care & Repair on 0161 873 8666



For a list of useful telephone numbers please see the next few pages

Useful telephone numbers

Name of service	Contact details	About the service
Housing Options	0161 968 0343	Offers free advice and assistance on housing and housing related issues
Trafford Direct	0161 912 2000	First point of call for people who wish to contact a service within Trafford Council
Police	0161 872 5050	General advice and assistance (in emergencies dial 999)
Health care services		
NHS Direct	0845 46 47	Information and advice about medical issues
Trafford General Hospital	0161 748 4022	
Trafford PCT	0161 968 3700	Information about health services
GP Allocations	0161 787 0310	A service for people who are not registered with a GP
The Dental Hospital	0161 276 1234	Offers one off emergency treatments for people in dental pain, bleeding etc who are not registered with a dentist
Trafford Community Alcohol Services	0161 747 1841	Free confidential service for people who have concerns about their own or other people's drinking

Useful telephone numbers

Name of service	Contact details	About the service
Social care services		
Equipment & Adaptations Advice Line	0161 962 7922	One stop resource for assessing and arranging aids and adaptations to your home to maintain independence and improve quality of life
Initial Assessment Team	0161 912 5199	This team assesses your needs and arranges any social care services you may require
Social services (out of hours)	0161 912 2020	Out of hours social services team to help with emergencies
Sensory advice team	0161 912 4450 or 4451 0161 912 4263	A service for deaf, deaf blind and visually impaired adults, to support them to live independent lives
Ring & Ride	0161 877 5424	Door to door service for people who find it difficult to use ordinary public transport
Trafford Carers' Centre	226 Seymour Grove Old Trafford Manchester M16 0DU 0161 861 0101 Email: info@traffordcarerscentre.org.uk	Trafford Carers' Centre is a voluntary organisation providing advice, information and emotional support to anyone who is looking after someone who is ill, frail or disabled in an unpaid capacity. The centre offers training, reflexology, counselling, social events and bi-monthly newsletters
Trafford Crossroads	0161 905 1986	Free and confidential service for carers who require 'timeout'

Useful telephone numbers

Name of service	Contact Details	About the service
Benefits, employment, education, advice and advocacy services		
Trafford Job Centre	0161 253 8500 (Stretford)	Information and advice on employment
Department for Work and Pensions (Pensions)	0845 606 0265	General enquiry line for information about pension credit
Department for Work and Pensions (Benefits)	0845 601 3615	Information and advice regarding benefits
Trafford Benefits Line	0161 912 5723 0161 912 5038	A comprehensive support service on the range of benefits provided by the Department for Work and Pensions and the Local Authority
CAB (Citizens Advice Bureau)	0161 775 4256 (Partington) 0870 126 4094 (Stretford) 0161 748 4469 (Urmston)	Free information and advice on legal, financial and other matters
Trafford Advocacy Service	0161 976 2448	A service which allows someone to speak and liase with others on your behalf on a range of issues
College Enquiries	0161 952 4600 (South Trafford) 0161 886 7000 (North Trafford)	Information about courses which are available

Useful telephone numbers

Name of Service	Contact Details	About the service
Voluntary and community organisations		
African Caribbean Care Group	Claremont Resource Centre Rolls Crescent, Hulme	Provides information and advice to African Caribbean Elders and their carers. Day centre and luncheon club.
Age Concern Trafford	0161 747 9901 www.ageconcerntrafford.org.uk	Local charity providing services and products for the over 50s, including information and advice, day support, practical help at home and much more
Alzheimer's Society	0845 300 0336 www.alzheimers.org.uk	A charity for people with dementia, their families and carers
Call (Cancer Aid and Listening Line)	0161 291 2911 www.canceraid.co.uk	A charity providing emotional support and home based practical help for people living with cancer, their families and carers
Council for Voluntary Services (CVS)	0161 976 2448	Supports, promotes and develops local voluntary and community action
Diabetes UK	0845 120 2960	Working for people with diabetes, funding research, campaigning and helping people to live with diabetes
Henshaws Society for Blind People	0161 872 1234	Offers a wide range of services to visually impaired people

Useful telephone numbers

Name of service	Contact details	About the service
Voluntary and community organisations		
League of Jewish Women	0161 941 2110	Services for the Jewish Community and local people
Longsight and Moss Side Community Project in Trafford	0161 226 4632	Provides information and advice to South Asian Elders aged 60 and over, and their carers, primarily in the north of the borough. Drop in facility at the Community Centre on Shrewsbury Street on a Wednesday morning
Manchester Indian Senior Citizens Centre	0161 232 7994	Day centre and luncheon club for Indian senior citizens aged 55+
Samaritans	08457 90 90 90	24 hour support for people who are experiencing feelings of distress and despair
Stroke Association	0845 303 3100	Charity concerned with combating strokes in people of all ages
Trafford 50+ Voice Network	50+ Involvement Officer Park House 73 Northenden Road Sale M33 2DG Tel: 0161 973 5741	A network of people aged 50+ and community and voluntary organisations for people aged 50+ that present a combined voice for people of that age group. Anyone aged 50+ who lives or works in Trafford can be a member.

Other Supporting People services

Other Supporting People services in Trafford

This directory only includes Supporting People services for people aged 50 and over.

Another directory of services is available for people of all ages who require housing related support with a wide range of needs including:

people with mental health problems, people with learning disabilities, young people, teenage parents, single homeless people, homeless families, women escaping domestic violence, offenders or people at risk of offending, people with a physical or sensory disability

Some of these services are short-term (up to 2 years). Other services are longer term.

The other directory is called '**Supporting People - Directory of Supported Housing Services**'.

A copy can be found at council offices, local libraries, from our website or by contacting the Supporting People team.

National directory of Supporting People services

There is also a **national directory** of all Supporting People services. This is only available on the internet at

www.spdirectory.org.uk

You can get on the internet through local libraries, or ask the Supporting People team for help to use the directory.

Service user and carer involvement strategy

Opportunities to get involved in making decisions about your accommodation, your support and Supporting People services in Trafford

The Trafford Supporting People team believe that good quality services involve service users in important decisions. By consulting with and involving people who use Supporting People services we will be able to improve the quality of the services. We have a strategy - a plan for the future - to help us involve service users and carers.

We intend to listen to people's views and learn from real experiences as part of our commitment to involvement and consultation. We will work with all our service providers to ensure they do the same.

There are different ways to become involved:

- you should be involved in any decisions about the support you receive
- your provider should consult you on important decisions about your accommodation
- there should be opportunities to be involved in any decisions about how your service is managed
- we meet with service users and listen to their views when we review each service
- we are developing opportunities for service users to be involved in making decisions about the Supporting People programme across Trafford - for example the planning of any new services

For more information on our service user and carer involvement strategy, and how to get involved, please contact the Supporting People team. Our contact details are near the back of this directory.

Creating opportunities for all people over 50 to be active, healthy and valued members of the community

Trafford has a 50+ Strategy, developed in consultation with Trafford Council, the local NHS, voluntary organisations and older people in Trafford. The current priorities include:

- Getting more people involved in improving public services
- Making it easier for people to get out and about
- Providing more information that helps people to keep active and healthy
- Increasing opportunities for people to keep busy
- People feel safer and more valued through intergenerational activities
- Supporting People to live healthier, more independent lives

The 50+ Partnership Board oversees the implementation of the strategy.
For more information on the strategy and the work of the 50+ Partnership Board, contact:

The 50+ Involvement Officer

Park House

73 Northenden Road

Sale M33 2DG

Tel: 0161 973 5741

Comments

**If you have any comments regarding this directory then please contact us.
Our contact details are on the next page.**

Or alternatively complete the slip below and send to:

Trafford Supporting People Team, Trafford Town Hall, Talbot Road, Stretford M32 0YZ

To: Supporting People Team

From: _____

Date: _____

Comments: _____

How to contact the Supporting People team

Website: www.trafford.gov.uk

Email: supporting.people@trafford.gov.uk

Telephone: 0161 912 4070

Fax: 0161 912 1698

Address: Supporting People
1st Floor Extension
Trafford Town Hall
Talbot Road
Stretford
M32 0YZ

Supporting People in Trafford

How to get this directory in different languages and formats

Updated April 2006

If you need help to understand this information, please ask someone to phone 0161 912-2000 to let us know how we can best provide this information.

إذا كنت في حاجة إلى مساعدة لفهم هذه المعلومة الرجاء طلب من شخص الاتصال برقم الهاتف: 0161 912-2000 لاجبارنا عن كيفية تقديم هذه المعلومة بأحسن طريقة.

ARABIC

如果您需要帮助才能看懂这份资料，可以请人致电：

0161 912-2000，告诉我们如何最好地给您提供这些信息。

CHINESE

Si vous avez besoin d'aide pour comprendre ces informations, veuillez demander à quelqu'un de téléphoner au 0161 912-2000 pour nous informer de la meilleure façon pour fournir ces informations.

FRENCH

જો આપને આ પાઠિતીની સમજણ પાટે પદદની જરૂર હોય તો કૃપા કરી ઓઈને કહો કે, આ પાઠિતી અમે કેટલી સારી રીતે પૂરી પાડી શકીએ તે બાબતે અપને જણાવવા પાટે, 0161 912-2000 નંબર પર ફોન કરો.

GUJARATI

Jesli potrzebujesz pomocy aby zrozumiec ta informacje, popros kogos, aby zadzwonil pod numer 0161 912-2000 aby nas poinformowal, w jaki sposob najlepiej mozemy ci ja przekazac.

POLISH

ਜੇ ਤੁਹਾਨੂੰ ਇਹ ਜਾਣਕਾਰੀ ਸਮਝਣ ਲਈ ਸਹਾਇਤਾ ਚਾਹੀਦੀ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਕਿਸੇ ਨੂੰ ਸਾਨੂੰ 0161 912-2000 ਨੰਬਰ ਤੇ ਟੈਲੀਫੋਨ ਕਰਕੇ ਇਹ ਦੱਸਣ ਲਈ ਕਹੋ ਕਿ ਅਸੀਂ ਇਹ ਜਾਣਕਾਰੀ ਸਭ ਤੋਂ ਅੱਛੇ ਢੰਗ ਨਾਲ ਕਿਸ ਤਰ੍ਹਾਂ ਦੇ ਸਕਦੇ ਹਾਂ।

PUNJABI

Haddii aad dooneeyso in lagaa taageero garashada macluumaadkaani, fadlan qof uun ka codso inuu waco telefoonka 0161 912-2000 oo noo sheego sida ugu fiican oo aanu macluumaadkaani kuugu soo gudbin karno.

SOMALI

اگر آپ کو یہ معلومات سمجھنے میں مدد کی ضرورت ہے تو براہ مہربانی کسی سے کہیے کہ وہ ہمیں 0161 912-2000 پر ٹیلیفون کرے تاکہ ہمیں معلوم ہو سکے کہ آپ کو یہ معلومات فراہم کرنے کا بہترین طریقہ کیا ہے۔

URDU