



# Hackney Support

Helping vulnerable adults to live independently

Hackney Support is for adults under the age of 55 to help you manage your accommodation and enable you to live independently in the community. The service is specifically aimed to provide assistance to vulnerable people to live independent lives and prevent homelessness.

# What you can expect from Hackney Support

Each person referred is assessed by a support worker, usually within the home, to determine the level of need. After this, an allocated worker will visit you to draw up a support plan to address the issues raised from the assessment, which may include:

- Applying for welfare benefits
- Dealing with rent arrears or debt
- Arranging repairs or aids and adaptations
- Practical living skills
- Dealing with anti-social behavior
- Accessing care and counselling services
- Developing skills and training to obtain work
- Assistance in contacting other agencies including GPs, social services, the probation service and voluntary agencies.

The service does not include any element of personal care, such as maintenance of medication or physical help with shopping, although if this is needed we will involve the appropriate services.

## Who can access the service?

To be referred to the service you must be aged between 16 - 54 (anyone 55 years and over should be referred to the Hackney Support Service for Older People) and live within the Borough of Hackney. You will also have an identified support need in at least one of the following categories:

- Physical/sensory disability
- Young person at risk/care leaver
- HIV/AIDS
- Mental ill health
- Offender/at risk of offending
- At risk/subject to domestic violence
- Learning disability
- Teenage parent
- Substance use
- Other - i.e. in need of housing related support but in need of further assessment to identify specific needs.

# How to access the service

This service is available in your own home from 10am to 8pm on weekdays and between 10am to 4pm on weekends and bank holidays. The level of support provided will vary and will depend on your needs.

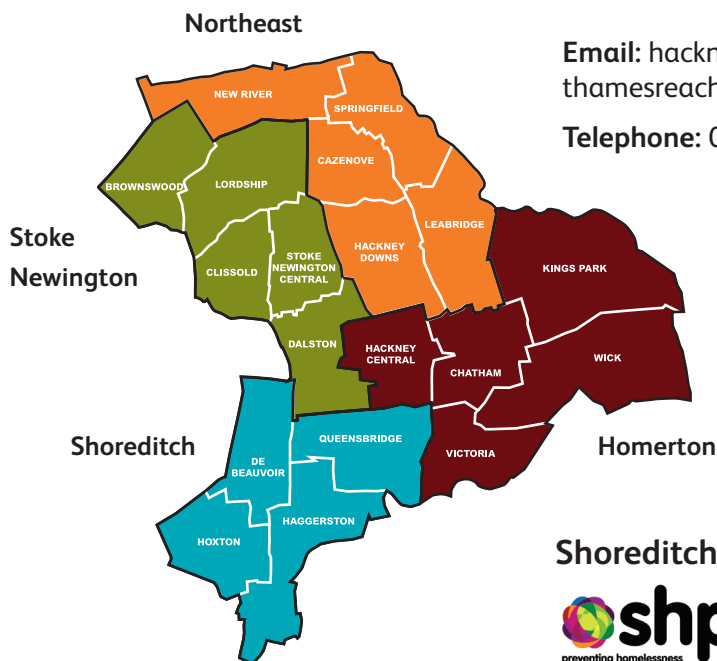
You can contact your local service provider to arrange for them to visit you by identifying where you live on the map below and calling the relevant number.

## Northeast and Stoke Newington

**HackneyReach**  
Part of Thames Reach

Email: [hackneysupport@thamesreach.org.uk](mailto:hackneysupport@thamesreach.org.uk)

Telephone: 0808 168 0730



## Shoreditch and Homerton

**shp**  
preventing homelessness  
promoting social inclusion

Email: [hackneysupport@shp.org.uk](mailto:hackneysupport@shp.org.uk)

Telephone: 0800 783 2993

If you would like to find out what this document says please tick the appropriate box, put your name, address and phone number at the bottom of this page and return it to the address below.

### Bengali

এই দলিলে কি লেখা আছে সে সম্পর্কে যদি আপনি জানতে চান তাহলে অনুগ্রহ করে উপযুক্ত বাজেট টিক দিন, এই পাতার নীচে আপনার নাম, ঠিকানা ও ফোন নম্বর লিখুন এবং এটি নীচের ঠিকানায় ফেরত পাঠান।

### Somali

Haddii aad jeclaan lahayd in aad ogaato waxa dokuumentigani sheegayo fadlan calaamadi godka ku haboon, ku qor magacaaga, cinwaanka iyo telefoon lambarkaaga boggan dhankiisa hoose ka dibna ku celi cinwaanka hoose.

### French

Si vous désirez connaître le contenu de ce document, veuillez cocher la case appropriée et indiquer votre nom, adresse et numéro de téléphone au bas de cette page et la renvoyer à l'adresse indiquée ci-dessous.

### Spanish

Si desea saber de lo que trata este documento, marque la casilla correspondiente, escriba su nombre, dirección y número de teléfono al final de esta página y envíela a la siguiente dirección.

### Kurdish

Ger hun dixwazin bizanibin ku ev dokument çî dibêje, ji kerema xwe qutîka minasib îşaret bikin, nav, navnîşan û hejmara telefona xwe li jêrê rûpel binivîsin û wê ji navnîşana jêrîn re bişînin.

### Turkish

Bu dökümanda ne anlatıldığını öğrenmek istiyorsanız, lütfen uygun kutuyu işaretleyerek, adınızı, adresinizi ve telefon numaranızı bu sayfanın alt kısmına yazıp, aşağıdaki adrese gönderin.

### Polish

Jeśli chcesz dowiedzieć się, jaka jest treść tego dokumentu, zaznacz odpowiednie pole, wpisz swoje nazwisko, adres i nr telefonu w dolnej części niniejszej strony i przeslij na poniższy adres.

### Vietnamese

Nếu bạn muốn biết tài liệu này nói gì hãy đánh dấu vào hộp thích hợp, điền tên, địa chỉ và số điện thoại của bạn vào cuối trang này và gửi lại theo địa chỉ dưới đây.

### Urdu

اگر آپ یہ جاننا چاہتے ہیں کہ دستاویز میں کیا لکھا ہے تو ازراہ کرم مناسب باکس میں صحیح کا نشان لگائیے اور اپنا نام، پتہ اور فون نمبر اس صفحہ کے نیچے لکھئے اور اسے نیچے دیئے گئے پتہ پر واپس بھیج دیجئے۔

### Chinese

如果你想知道這分文件的詳細內容，請在方框內打鉤，在本頁下面寫下你的名字、地址和電話號碼並寄到下面的地址。

If you would like this document in any of the following formats or in another language not listed above, please complete and send the form to the address below.

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