



Without a Roof

Where to go for help



Accommodation

Useful Information



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Section 1: Advice and Guidance



Bolton Money Skills Service – debt advice, guidance and training in money management

Bolton's Money Skills Service provides free, impartial debt advice, information, money guidance and training to give people the money skills, knowledge and confidence to help them take control of their finances and improve their money management skills.

We do this by: -

- Group training workshops in local communities.
- Face to face personal budgeting, guidance on the best way to pay bills, support with online banking and online shopping, help to understand credit ratings, set up of email addresses.
- Debt & Money Advice.
- Energy advice and switching service.

All our services are free, impartial and confidential.

Type of service:	Advice & Guidance
Name of organisation:	Bolton's Money Skills Service
Address:	Ground Floor Bolton Town Hall Victoria Hall Bolton BL1 1RU
Telephone Numbers:	Money and debt advice: 01204 33 2916 Group workshops, budgeting and energy guidance: 01204 33 1968
Email & Website:	moneyadvice@bolton.gov.uk moneyskills@bolton.gov.uk www.boltonsmoneyskills.org.uk Facebook – Bolton's Money Skills Service Twitter - @BoltonMoney
Opening Times:	9:00 am – 5:00pm Monday – Friday – face to face by appointment only
Who is it for?	Age Range: For aged 16 and over. Circumstances: Anyone who lives, works or studies in Bolton
How to access this service:	Referral, Direct Access and via the website.
Information required when applying for our service:	Name, address and telephone number For Budgeting and Debt cases some details re arrears, debts and family circumstances will be requested. At their first appointment

	the customer will be asked to bring along paperwork relating to all income and expenditure, but this would be explained over the phone or by letter.
Follow up services:	<p>Customers can attend as many group workshops as they like although they may have to travel further afield for some.</p> <p>Budgeting and debt cases are dealt with on a continuous basis until we have helped resolved the customer's problems if the customer continues to engage with us.</p>
Period of service:	1 session or appointment – as long as necessary, as long as client continues to engage with the service.
Capacity of the service:	<p>Debt/Money Advice can be dealing with approximately 120 customers at any one time.</p> <p>Budgeting/Energy Guidance – depends on the number of Volunteer Money Mentors we have fully trained at any one time.</p>
Advice/Guidance we offer:	<p>Group workshops</p> <p>Face to face budgeting/energy guidance/money management</p> <p>Face to face debt/money advice including: -</p> <ul style="list-style-type: none"> • Debt management – both priority and non priority • Representation at court where appropriate • Negotiation with creditors • Debt Relief Orders • Bankruptcy • Income maximisation • Reducing expenditure • Benefits and grants



Leaving Care Team- Advice and Guidance for Young People

Working with young people aged 16 – 21 or 25 who are Looked After or Care Leavers

Young People aged 16 & 17 who are homeless – providing advice and guidance, assessing their needs and accessing emergency and long term accommodation for them.

Type of service:	Advice and Guidance
Name of organisation:	Leaving Care Team
Address:	BASE Marsden Road BL1 2PF
Telephone Numbers:	01204 33 7376
Email & Website:	leavingcareteam@bolton.gcsx.gov.uk www.bolton.gov.uk
Opening Times:	9am-5pm, Monday to Friday.
Who is it for:	Age Range: Looked After Young People and Care Leavers 16 – 21 or 25. Homeless Young People 16 & 17. Circumstances: 16-25 years old.
How to access this service:	Referral Brief Description: Our service is generally by referral though Young People can also access us directly. For Looked After Young People and Care Leavers referral is made from within People Services. Homeless Young People can self-refer or be referred by a variety of other agencies. We will make an appointment to assess their needs or give the advice required. We would expect a referring agency to provide an Early Help Referral Form.
Information required when applying for our service:	N/A
Follow up services:	While a case is open to the team a worker will be assigned to the Young Person who will offer support and visits as required.
Period of service:	Care Leavers – up to 25 if meeting relevant criteria. Homeless Young People – service will depend on their level of need. If simply advice and guidance our input will be minimal but if a case is more complex we will remain involved to facilitate access to long term accommodation. Usually close the case at 18 though in exceptional circumstances they may remain open to us for longer periods as above.
Capacity of the service:	This is a statutory service so we have to facilitate all the Young People who access our service.
Advice/Guidance we offer:	We offer a holistic approach to the needs of Young People and provide signposting to the relevant support agencies.



Homes for Bolton/Pinpoint- Choice Based Lettings

Homes for Bolton & Pinpoint provide a Choice Based Lettings service advertising available private rent, lease management and social landlord properties within Bolton & Greater Manchester.

Homes for Bolton also manage new applications from customers who wish to apply for housing and provide support in accessing the service and their application. We also provide initial advice regarding options available to customers within the Bolton and Greater Manchester area. We will also assess for any additional housing need based on medical / mobility need and overcrowding.

Type of service:	Advice and Guidance, Long Term Accommodation
Name of organisation:	Homes for Bolton/Pinpoint
Address:	Housing Options and Advice Centre One Stop Shop Town hall Victoria Square Bolton BL1 1RU
Telephone Numbers:	01204 335811
Email & Website:	homesforbolton@bolton.gov.uk pinpoint@bolton.gov.uk www.homesforbolton.org.uk www.pinpoint.org.uk
Opening Times:	Monday – Thursday: 10am – 12.30pm 1.30pm – 4.30pm Friday: 10am – 12.30pm 1.30pm – 4pm
Who is it for:	Age Range: 16+ Circumstances: N/A
How to access this service:	Referral Brief Description: Customers can apply online or visit our Housing Options and Advice Centre. Online registration and bidding is self-service, however customers can call or come to the offices for guidance. In addition staffs are able to provide some guidance with the online service at local UCANs, Libraries and One Stop Shops. Partners and Stakeholders can refer directly if they feel a client requires additional assistance with accessing the service.
Information required when applying for our service:	All information required via Homes for Bolton application form or relevant partner landlord application if registered within Greater Manchester. Relevant identification documents i.e.: passport, proof of work and relevant immigration documents may be required.

	Additional information via referral from Occupational Therapist, Disability Officer or Social worker may also be required for referrals for assessment of need.
Follow up services:	Customer Support team provide on-going support to access the service and place expressions of interest to those who are unable to self-serve. Additional on-going support can also be provided to customers requiring adapted property. Homes for Bolton team are available to provide advice regarding housing applications and expressions of interest.
Period of service:	N/A
Capacity of the service:	N/A
Advice/Guidance we offer:	Provide advice regarding options available via the Homes for Bolton and Pinpoint service regarding suitable properties and signposting to relevant support services. Counter staff are also able to make referrals to temporary accommodation and other support services where appropriate. The service can also assist with overcrowding assessments and referrals and support to those with medical issues / disabilities.



Housing Advice Service

We offer advice and assistance to prevent residents losing accommodation, we always ask residents to seek advice as soon as possible and we use a number of resources and services to ensure that tenancies are sustainable and maintained.

We always aim to resolve any issues which may jeopardise tenancies, this can include negotiating and advocating on behalf of tenants, making appropriate referrals and signposting to other services.

We assist residents who are homeless or threatened with homelessness to access a range of services, including supported/temporary accommodation, The Bond Scheme, private rented properties etc

We also assist residents who are fleeing domestic abuse and harassment.

We interpret and apply Housing legislation on a daily basis to residents in accordance to their individual circumstances. This could include advice around a Notice Seeking Possession, rent arrears, illegal evictions, but we also make assessments under the Housing Act 1996 (as amended by the Homelessness Act 2002).

We have formal processes for residents who are due to be released from Prisons and Hospitals to ensure that the resident can access accommodation upon release to prevent them being homeless.

We have a dedicated officer who works with the rough sleepers and beggars in Bolton

Type of service:	Advice and Guidance, Support (Non-Accommodation), Short-Term Accommodation, Long Term Accommodation, Emergency Accommodation
Name of organisation:	Housing Advice Service
Address:	Housing Options and Advice Centre One Stop Shop, Bolton Town Hall Victoria Square Bolton BL1 1RU
Telephone Numbers:	01204 335900
Email & Website:	housingadvice@bolton.gov.uk Homesforbolton.org.uk Pinpoint.org.uk
Opening Times:	9am – 5pm Housing Options Centre Opening Hours Mon – Thurs 9.30am-12.30pm 1.30pm-4.30pm Friday 9.30am-12.30pm 1.30pm-4.00pm
Who is it for:	Age Range: 16+ Circumstances: Homeless, threatened with homelessness, family, single, young family, elderly family, single, unable to remain in present accommodation

How to access this service:	<p>Referral and Direct Access</p> <p>Brief Description: Prisons/Hospitals, Hostels, Voluntary Services, Probation, Police, Court, Housing Standards, Children’s and Adult Services, Supported Accommodation Providers.</p> <p>Circumstances assessed by Triage/Enquiry Officers or duty officer and referred to Homeless, Housing Advice or Prevention duty Officers dependent on circumstances seen as an emergency or an appointment offered.</p>
Information required when applying for our service:	<p>Personal Details, such as name, address, DOB, NI number, address history etc. ID, NI card.</p> <p>Immigration Documents/Home Office Papers/ Residency Card etc.</p> <p>Proof of Income – wage slip, work contract, P45/P60</p> <p>Tenancy related documents, e.g. Notice Seeking Possession, Court Papers, Letters from landlord etc.</p> <p>We may not need to see the documents upon arrival; however, we may need to see them to determine your eligibility or to assist you with your housing options.</p>
Follow up services:	<p>We offer move-on supported advice and assistance from the temporary accommodaiton to assist with suitable long term accommodation.</p> <p>We offer support whilst in temporary accommodation, and support to access suitable accommdation.</p>
Period of service:	<p>Until the housing issue is resolved or suitable accommodation can be accessed.</p> <p>The client fully understands their right and responsibilities.</p> <p>Until the decision of the homeless presentation and/or until access suitable accommodation.</p>
Capacity of the service:	<p>No maximum capacity.</p>
Advice/Guidance we offer:	<p>Help looking for accommodation.</p> <p>Help accessing a Bond.</p> <p>Advice and assistance on their current housing situation.</p> <p>Referrals to supported accommodation.</p> <p>Referrals to specialist services.</p> <p>Advice and referrals to Housing Benefit for maximising income.</p> <p>Referrals to Money Skills.</p> <p>Referrals to Housing Standards.</p> <p>Advocacy at the County Court to prevent loss of tenancy.</p> <p>Referrals to Street life Project and Winterwatch.</p> <p>Referrals to Help for Single Homeless Project</p> <p>Referrals to Lease Management Services/Private Landlord Services</p>



Homeless Welfare

We make assessments under the Housing Act 1996 (as amended by the Homelessness Act 2002) if residents are homeless or threatened with homelessness. We would also assist applicants who are at risk of violence and harassment.

We would make placements in temporary supported accommodation whilst we are investigating your circumstances and if we can we would support you getting rehoused.

Type of service:	Advice & Guidance, Temporary Accommodation
Name of organisation:	Homeless Welfare
Address:	Housing Options and Advice Centre One Stop Shop Town hall Victoria Square Bolton BL1 1RU
Telephone Numbers:	01204 335830
Email & Website:	homelesswelfare@bolton.gov.uk
Opening Times:	9am to 5pm HOC opening times: Monday to Friday 10am to 12.30pm 1.30pm to 4.30pm, 4pm on Friday.
Who is it for:	Age Range: 16+ Circumstances: Homeless, threatened with homelessness, unable to remain in present accommodation. Families, vulnerable single people.
How to access this service:	Referral and Direct Access Brief Description: Police, Prisons, Probation, Housing Standards, Hospitals, Royal Bolton Hospital, Social landlords, Mental Health services, Children's and Adult Services, Supported Accommodation Providers, Voluntary Sector. Circumstances assessed by Triage/Enquiry Officers or duty officer and referred to Homeless, Housing Advice or Prevention duty Officers dependent on circumstances seen as an emergency or an appointment offered.
Information required when applying for our service:	Personal Details, such as name, address, DOB, NI number, address history etc. Immigration Documents/Home Office Papers/ Residency Card etc. Proof of Income – wage slip, work contract, P45/P60 Tenancy related documents, e.g. Notice Seeking Possession, Court Papers, Letters from landlord etc. ID such as passport, NI card, letters from bank etc. We may not need to see the documents upon arrival; however, we may need to see them to determine your eligibility or to assist you with your housing options.

Follow up services:	Liaison and assistance with move on from supported accommodation. Support whilst accommodated in temporary accommodation. Supported and assisted to access suitable accommodation.
Period of service:	Until the decision of the homeless presentation and/or until access suitable accommodation.
Capacity of the service:	No maximum capacity.
Advice/Guidance we offer:	Advice and assistance on prevention of homelessness from present accommodation. Support and assistance in accessing accommodation. Referrals to supported accommodation providers. Referrals to specialist services, Street life Project and Winterwatch.



Mediation service to help young people and their parents/carers resolve disputes.

We aim to prevent young people presenting as homeless by resolving conflict within the family home.

Type of service:	Advice & Guidance
Name of organisation:	Time 2 Talk Mediation
Address:	2-16 Mayor Street Bolton BL3 5HT
Telephone Numbers:	01204 335945 07824 541379
Email & Website:	time2talk@bolton.gov.uk catherine.skelton@bolton.gov.uk www.bolton.gov.uk Twitter - @BoltonMediation Facebook – Bolton Mediation
Opening Times:	9.30am to 4.30pm with an answer machine available 24 hours
Who is it for?	Age Range: There has to be a young person aged between 13 to 18 years old involved in the case. There is no age limit for the adults Circumstances: There has to be conflict within the family home and as a result the young person could be made homeless. The parties must live in Bolton
How to access this service:	Referral Referrals can be made over the telephone or by email. If the young person has an early help form this can be accepted as our referral form
Information required when applying for our service:	We need the young person's date of birth as well as contact details of both parties, including addresses. Information of other agencies working with the family is also useful
Follow up services:	All our cases are followed up after 4 weeks

Period of service:	Each case is taken on individual basis and we work with the needs of the family at the time. There is no minimum or maximum time we work with a family.
Capacity of the service:	<p>We are funded to take up 120 mediation cases a year. The amount of cases we can take on at a specific time depends on staffing levels and if we have social work students on placement with the service.</p> <p>When we have skeleton staff, we have a priority list on how referrals are excepted in line with the funding we receive</p>
Advice/Guidance we offer:	Mediation does not offer advice, but we may sign post people to other agencies if there is a need e.g. if we are working with a family and there are experiencing financial difficulties, we may sign post them to Money Skills.

Bolton at Home

Money Advice Service

Bolton at Home's Money Advice team provides advice and support on all money related matters. This service is offered to any Bolton at Home customer.

Type of service:	Advice & Guidance
Name of organisation:	Bolton at Home Money Advice
Address:	98 Waters Meeting Road Bolton BL1 8SW
Telephone Numbers:	01204 329868
Email & Website:	moneyadviceteam@boltonathome.org.uk
Opening Times:	Monday to Friday 9am – 5pm
Who is it for:	Age Range: All Circumstances: Bolton at Home Tenants only
How to access this service:	Referral & Direct Access Anyone can refer in or clients can self-refer
Information required when applying for our service:	As much information they can provide, there is no specific requirements in terms of ID.
Follow up services:	We provide one-to-one follow up support to ensure customers have the best chance of sustaining their finances.
Period of service:	No set timescale. We try to manage cases in less than 8 weeks, however depending on the complexity of the case or the response times of external factors, this can be a lot more.
Capacity of the service:	Each case worker manages between 30 to 40 cases. There are currently 7 case workers within the service.
Advice/Guidance we offer:	Welfare Benefit advice and support Housing Benefit advice and support Back to work financial support Debt management – both priority and non priority Representation at appeals/tribunals Negotiation with creditors Budgeting Financial management training – class room and 121.



CITIZENS ADVICE

We offer a range of advice on any subject category including General advice, Employment and Family and also specialist services available

Type of service:	Advice & Guidance
Name of organisation:	Citizens Advice Bolton
Address:	26-28 Mawdsley Street, Bolton BL1 1LF
Tel Number:	0300 330 9071
Email:	AdviceHub@boltoncab.co.uk
Website:	www.boltoncab.co.uk
Social Media:	Twitter - @BoltonCAB Facebook – BoltonCAB
Opening Times:	Monday – Drop-in closed. Pre-arranged appointments/Support only Tuesday – 10am – 15.15pm Social Welfare Drop-in (Immigration 10am-1pm) Wednesday – 10am-15.15pm Social Welfare Drop-in (No immigration provision) Thursday – Drop-in closed. Pre-arranged appointments/ support only Friday – 10am-15-15pm Social Welfare Drop-in (Immigration 10am-1pm)
Who is it for?	Anyone
How to access this service:	Direct access Social Welfare Drop-in session on Tue, Wed and Fri between 10am-3.15pm where you can come to our offices and speak to an adviser about the issue you may have, regardless of what subject area it falls into. Contact centre operates from 10am-4pm, 5 days a week where we have advisers to assist with your problems. Call 03003309071. Advice by Webchat on debt related matters, via the Citizens Advice web page – Monday to Friday between 10am-4pm.
Follow up services:	Dependant on the client case, we offer services from one off advice to full advice and casework.
Period of service:	As long as necessary

Capacity of the service:	No limit
Advice/Guidance we offer:	<p>Offer a range of advice on any subject category, including general advice and advice on Employment and Family.</p> <p>We also have specialist services in the following advice areas:</p> <ul style="list-style-type: none">- Benefits and Tax Credits- Community Care- Debt- Housing- Immigration

SECTION 2: SUPPORT (NON- ACCOMMODATION)



Housing Benefit Service

Housing Benefit Service provides support to customers in aid of Financial crisis which includes Food Parcels, Help with gas and electric, travel costs, provision of household goods/white goods

Type of service:	Advice & Guidance/ Non-accommodation support
Name of organisation:	Bolton Council
Address:	Bolton Town Hall, Victoria Square, Bolton
Telephone Numbers:	01204 332772
Email & Website:	Email: Housing.benefit@bolton.gov.uk Website: www.bolton.gov.uk/benefits
Opening Times:	9am-5pm
Who is it for?	All age range above 16, providing they meet the qualifying criteria – policy can be found the Bolton Council website Circumstances: Customers in financial crisis and dealing with emergencies.
How to access this service:	Direct access Can submit a claim via the Bolton Council website
Information required when applying for our service:	Customers will be asked a series of questions when an online claim has been submitted and will need to provide a breakdown of the financial circumstances including income and expenditure
Follow up services:	Yes, to agree dates when household goods can be delivered or to clarify some more information provided on the online claim form
Period of service:	Once every six months in the case of emergency awards including food parcels, gas and electric support. Once in the case of household items with some exceptions based on the circumstances of the case e.g. fleeing domestic violence
Capacity of the service:	Capacity very much depends on demand, but we would encourage residents to submit claims if they are in financial crisis and in need of support

Advice/Guidance we offer:	Housing Benefits service will signpost customers to other services that may be able to help including the Money Skills Service, Welfare Rights and the Benefits service.



Housing Benefit Home Visiting Service

Housing Benefit visiting service offers home visits to customers who are unable to visit the office to help make claims for Housing Benefit, Council Tax Support, PIP and AA

Type of service:	Advice & Guidance/ Non-accommodation support
Name of organisation:	Bolton Council
Address:	Bolton Town Hall, Victoria Square, Bolton
Website:	www.bolton.gov.uk/benefits
Opening Times:	9am-5pm
Who is it for?	Must be pensionable age or in receipt of a disability benefit Circumstances: Customers who are unable to visit the offices, have no access to the internet and have nobody else who can support them to make a Benefit claim.
How to access this service:	Direct access Referrals can be made into the service via the Bolton Council website (Search visiting team on the website)
Information required when applying for our service:	The referral form will ask questions to enable the service to assess whether a visit is appropriate
Follow up services:	If a customer meets the criteria, a home visit will be arranged and conducted
Period of service:	No limits
Capacity of the service:	Depends on demand – customers will not be turned away and may have to wait a little longer for their visit if the service already has visits booked in
Advice/Guidance we offer:	Access to Welfare Benefit advice and signpost customers to various other services and organisations

Bolton at Home

Support and Sustainment Team – tenancy support

We provide a fully effective tenancy sustainment and support service to our customers through the active delivery of highly planned and directed housing advice, assistance, and support. We aim to promote success for tenants with their tenancy and give them a platform to address other challenging issues and circumstances within their lives.

Type of service:	Advice and Guidance, Support (Non Accommodation)
Name of organisation:	Bolton at Home (Support and Sustainment Team)
Address:	98 Waters Meeting Road Bolton BL1 8SW
Telephone Numbers:	01204 329861
Email & Website:	ian.platt@boltonathome.org.uk www.boltonathome.org.uk
Opening Times:	9.00am – 5.00pm
Who is it for:	Age Range: 16 and over Circumstances: We provide support, advice and assistance to Bolton at Home customers who are vulnerable or in need. We promote successfully sustained tenancies and communities.
How to access this service:	Referral Brief Description: Refer customers that require support in sustaining their tenancy, or need referrals into other specialist services, directly to us.
Information required when applying for our service:	A referral should be made by lead professions working with the individual or family & they are deemed as vulnerable and their tenancy may be at risk without support by completing our pro-forma. Advocates working in the best interests of clients may also make referrals to our services. Referrals are also made through divisions within Bolton at Home e.g. Income Management, Neighbourhood Safety Team, Tenancy Services, and Tenancy Enforcement & Technical Services. Clients need to be aware that there is a weekly service charge for these services.
Follow up services:	If further support required after 12months referrals completed for other support services.
Period of service:	The maximum length of service is usually 12 months, though this could be shorter if the tenancy is being conducted in a satisfactory manner and there are no further issues & the tenancy is no longer at risk.
Capacity of the service:	40 cases per officer.
Advice/Guidance we offer:	Benefits, financial & money advice set up utilities, mental health, and substance misuse. Domestic Violence, employment, , life skills, Rebuild family relationships, staying safe.

Bolton at Home

Family Intervention Service – Support with anti-social behaviour

This service provides floating support to families with anti-social behaviour problems that may put their tenancy at risk or have lost their tenancy due to anti-social behaviour.

Type of service:	Support (Non Accommodation), Short-Term Accommodation
Name of organisation:	Bolton at Home- Family Intervention Service
Address:	18-20 Ashness Place Bolton BL2 5EW
Telephone Numbers:	01204 329542
Email & Website:	Karen.allso@boltonathome.org.uk www.boltonathome.org.uk
Opening Times:	8.30am – 4.30pm – some flexibility with support offered.
Who is it for:	Age Range: 18 and over Circumstances: Resident of Bolton, at risk of losing tenancy due to asb or have lost tenancy due to asb, In need of Housing Related support.
How to access this service:	Referral Brief Description: A customer can self-refer – contact officer for referral form, if customer unable to complete assistance will be offered. Professionals working with customer can complete referral.
Information required when applying for our service:	N/A
Follow up services:	If further support required after 12months referrals completed for other support services.
Period of service:	Minimum length of service 3 months and maximum length of service 12 months.
Capacity of the service:	22 families.
Advice/Guidance we offer:	Benefits, money, health, accommodation, mental health, substance misuse, domestic violence, employment, confidence/self-esteem, life skills, rebuilds family relationships.
Additional Information:	Customer must be willing to engage with service, if the referral form is being completed by a Professional it must have a customer signature. If the family are homeless or imminently homeless further discussions can be had regarding the creation of a FIT Tenancy.

Bolton at Home

Domestic Abuse and Violence Team - Support and Safeguarding Service

Bolton at Home's commitment to the people who live in our properties who experience Domestic Abuse and Violence will be achieved within the legislation framework and in partnership with statutory and non-statutory bodies/charities; the service will seek prevention of homelessness by those affected by Domestic Abuse and Violence (DAV). People who live in our properties will be able to access the in-house specialist support service provided by the DAV Team, and be able to confidently, confidentially and safely report their concerns to highly trained skilled officers. In addition there is specialist support available to those who perpetrate DAV to engage in rehabilitation; in certain cases enforcement action will also be taken.

Type of service:	Advice & Guidance, Support (Non-Accommodation)
Name of organisation:	Bolton At Home (Domestic Abuse and Violence Team - Support and Safeguarding Service)
Address:	18-20 Ashness Place Bolton BL2 5EW
Telephone Numbers:	01204 328008
Email & Website:	DavService@boltonathome.org.uk http://www.boltonathome.org.uk/domestic-abuse
Opening Times:	9:00am – 5:00pm – some flexibility with support offered.
Who is it for:	Age Range: 16 and over Circumstances: available to all People living in a Bolton At Home property who are experiencing domestic abuse and violence
How to access this service:	Referral or Direct Access Brief Description: Self-Referral; any professional person, completion of a referral form. Contact will be made, and an appointment made for a 1-2-1 interview from which an individual support plan will be agreed, to include personal safety plan; review of accommodation and provide extra security; refer to specialist agencies to ensure victims receive all the support they need. If appropriate involve our specialist DAV Enforcement Officer to support the perpetrator of DAV. To achieve this, the Officers will consider each case on a needs basis, be flexible on their approach to each individual and determine an effective and proportionate support plan and response.
Information required when applying for our service:	The completion of a Referral Form and ensure that safe contact details are provided
Follow up services:	Once the support from the Domestic Abuse and Violence has been completed, and follow up support is required then this will be provided by the Bolton at Home Tenancy Support and

	Sustainment team for a maximum of 6 -12 months
Period of service:	The Support provided by the DAV Team will be dependant on individual needs, severity and circumstances.
Capacity of the service:	We support a maximum of 60 cases in total.
Advice/Guidance we offer:	Whilst predominately the support will be around DAV, staying safe, property security, benefits, financial & money advice, emotional and mental health, substance misuse. The officers will provide assistance to access specialist services within the Bolton Domestic Abuse and Violence Partnership as highlighted in the below box..
Additional Information:	The Service is for those people who are living in a Bolton at Home Property.

Achieve - Bolton

Support for people with drug and alcohol problems

BIDAS has a number of services that help support individuals and concerned others with drug or alcohol problems. BIDAS consist of:

- The Single Point of Access and Assessment – provided by Arch Initiatives
- Medical Interventions Service – provided by St Martin’s Healthcare Services
- Harm Minimisation Service – provided by Lifeline
- Psychosocial Interventions Service – provided by Lifeline
- RE@CH – provided by Lifeline

Bolton Integrated Drug and Alcohol Services (BIDAS) aim to provide you with individualised support that meets your needs. We aim to work in partnership with each other and with you to help achieve your goals and aspirations.

Type of service:	Advice & Guidance, Support (Non-Accommodation)
Name of organisation:	Achieve
Address:	Beacon House 69 - 73 Manchester Road Bolton, BL2 1ES
Telephone Numbers:	01204 483090
Email & Website:	
Opening Times:	Monday to Friday 8:00 to 6:00, Thursday late evening till 8:00.
Who is it for:	Age Range: 18+ Circumstances: Anyone whose primary residence is in Bolton and is concerned about drug and alcohol use; this maybe concerns about own use or someone else’s.
How to access this service:	Referral Brief Description: Self-referral, online referral, referral from other professionals.
Information required when applying for our service:	Name, Date of birth, Contact details (address/ phone number) and GP details.
Follow up services:	Following the Recovery Action Plan, appointments are provided in order to receive treatment interventions and also review appointments with a case manager.
Period of service:	There is no minimum period required in order to receive interventions from BIDAS. Support can range from a one off intervention to continuous interventions. Support can be delivered online, face to face and via telephone consultation. Although there is no specified maximum period of service delivery, we encourage all individuals in contact with BIDAS, to receive appropriate treatment and complete their journey with us..
Capacity of the service:	N/A
Advice/Guidance we offer:	Advice & information, action planning, signposting to other support services in Bolton. Harm mitigation advice, evidence based interventions supporting recovery from drug and alcohol

	misuse such as, Motivational Interviewing, Cognitive Behavioural Therapy, Solution Focused Therapy, Behavioural Couples Therapy, Contingency Management and Family Support- 5 Step Method. Advice & information on detox and rehab.
Additional Information:	Prescribing interventions offered to support Recovery Action Plan for clients with an opiate/alcohol addiction, including centre based detoxes.

Bolton at Home

Preventing Homelessness Support Service

This service provides floating support to vulnerable customers in their own homes; they will receive an average of 4 hours support a month which will vary dependant by the level and extent of their need.

Any Tenure i.e. private/social rented, owner occupier

The service is a 3-month floating support service aimed at:

- Maximising independent living for people already living in settled accommodation
- Helping move people on from temporary accommodation in a planned way
- Signposting to longer-term support services
- Preventing homelessness and minimising the use of temporary accommodation.

Type of service:	Support (Non Accommodation)
Name of organisation:	Bolton at Home
Address:	18-20 Ashness Place, Bolton BL2 5EW
Telephone Numbers:	01204 329855
Email & Website:	phss@boltonathome.org.uk www.boltonathome.org.uk
Opening Times:	9am-5pm, Monday to Friday
Who is it for:	<p>Age Range: 18+</p> <p>Circumstances: Anyone...</p> <ul style="list-style-type: none"> • Over the age of 18 and living in Bolton with a housing related support need. • Who has moved on from homeless, temporary accommodation in the last 3 months • Who is living in settle accommodation and at risk of homelessness • Who is prepared and motivated to actively engage with, and work with, a support worker. <p>We accept families and single people. People with complex and multiple issues (e.g. drug, alcohol, mental health), may be eligible.</p>
How to access this service:	<p>Referral, Direct access</p> <p>Brief Description: Referrals can be made via Gateway or using the Referral Form from self or from professionals with consent.</p> <p>We accept referrals and self-referrals</p>
Information required when applying for our service:	Full name, contact number, National Insurance Number, support needs

Follow up services:	No, although we refer on to Bolton at Home Prevention and Enabling service as required.
Period of service:	12-16 weeks for resettlement, 6 months for preventing eviction
Capacity of the service:	130 clients
Advice/Guidance we offer:	<p>Typically this service will include, but is not limited to:</p> <ul style="list-style-type: none"> • Money management and debt prevention / reduction • Completing benefits forms • Rebuilding relationships with their family and other informal support networks • Developing domestic, social and life skills • Registering with a GP, attending medical appointments & collecting prescriptions • Assisting with resettlement <ul style="list-style-type: none"> • Providing advice: • Adhering to tenancy conditions and work on tenancy sustainment • Personal safety and the safety and security of their accommodation • Other 'setting-up home' tasks • Preparing shopping lists and shopping for essential items • Arranging property repair work <ul style="list-style-type: none"> • And signposting to: • Specialist services e.g. substance misuse, domestic violence, mental health etc. • Education, training and employment agencies and volunteering opportunities • Activities with the aim of preventing social isolation • Community facilities and services available to customers, for example access to IT.
Additional Information:	If further support required after 12months referrals completed for other support services.

Endeavour

For people and their pets

End domestic abuse!

Paws for Kids- Endeavour Project

Endeavour provides 5 unique and diverse support services, for those experiencing and recovering from domestic abuse.

By the provision of:

Home Based Outreach support, independent advocacy, Young Persons advise service, Support for people in temporary accommodation & B&B, Pet fostering service for the pets of people escaping DA who need to access refuge or temporary accommodation.

Type of service:	Support (Non Accommodation)
Name of organisation:	Paws for Kids- Endeavour Project
Address:	26 Chorley New Road Bolton BL1 4AP
Telephone Numbers:	01204 386010
Email & Website:	<p>safehaven@endeavourproject.org.uk idva@endeavourproject.org.uk ypdva@endeavourproject.org.uk petfostering@endeavourproject.org.uk</p> <p>Website: www.endeavourproject.org.uk Social Media Facebook.com/PawsforKids Twitter: @pawsofficial</p>
Opening Times:	Mon – Fri 9:30am to 5:00pm
Who is it for:	<p>Age Range: Age Range: 16+ Circumstances: Services for women, men, vulnerable young adults, children and their pets escaping and recovering from Domestic Abuse in Bolton.</p>
How to access this service:	<p>Referral</p> <p>Referral forms for Safe Haven/ YPDVA/Pet Fostering can be e-mailed securely or uploaded on to SharePoint (IDVA referrals only) only open to people escaping and recovering from</p>
Information required when applying for our service:	Proof from referring agency that they are escaping Domestic Abuse & Violence
Follow up services:	N/A
Period of service:	<p>IDVA- 12 weeks YPDVA- 4-6 months Safe Haven/ The Haven- 4-6 months</p>

	Pets service up to 12 months
Capacity of the service:	Safe Haven- 38 (home based support) The Haven- max 12 in temporary accommodation/B&B YPDVA- 15 IDVA- all MARAC referrals received each month via SharePoint approx 40-month Pet Service 20 pets at any one time.
Advice/Guidance we offer:	Safety planning and advice for people recovering from Domestic Abuse and Violence.
Additional Information:	<p>Definition of Domestic Abuse:</p> <p>Any incident or threatening behaviour, violence or abuse (psychological, physical, sexual, financial or emotional) between any person of age 16+ who are, or have been intimate partners, or are family members, regardless of gender or sexuality.</p> <p>This not only includes physical violence but other types of abuse such as verbal abuse, threatening behaviour, emotional/psychological abuse, financial abuse, sexual abuse, isolation, coercive control and false allegations.</p> <p>It can happen to men as well as women, including those in same sex relationships, no matter what background, race, age or job.</p> <p>Endeavour is here to give all the support we can to all sectors of the community.</p>



Offender Floating Support Service

The service is for Offenders 'on license' subject to conditions on statutory license and/or supervision or at risk of re-offending. Priority will be given to high risk offenders. The floating support service will offer housing related support to individuals who are in their own accommodation or moving into their own accommodation from temporary housing or custody.

Type of service:	Support (Non Accommodation)
Name of organisation:	Riverside Housing
Address:	Bolton House 66-68 Chorley New Road Bolton BL1 4BY
Telephone Numbers:	01204 386010
Email & Website:	http://riverside.org.uk/corporate/our_services/care_and_support_services.aspx
Opening Times:	Mon – Fri 9am to 5pm
Who is it for:	<p>Age Range: 18 – 65 Male & Female</p> <p>Circumstances:</p> <ul style="list-style-type: none"> • Customers with a recent offending background/risk of offending. • Customers are ordinarily resident within the borough of Bolton. • Customers returning from custody who have a local connection to Bolton. • Customers aged 18 and over who have been identified as having support need. • For male and female service users. • Customers who are prepared and motivated to actively engage and work with a Support Worker.
How to access this service:	<p>Referral</p> <p>Via the councils central referral system (Gateway) Agencies that can access Gateway include:-</p> <ul style="list-style-type: none"> • Homeless Welfare or Housing Options • Probation (Housing Surgeries)

	<ul style="list-style-type: none"> • Bolton Integrated Drug & Alcohol Services • Supported Housing Providers <p>We also carry out housing surgeries at Bolton Probation, BIDAS and HMP Forest bank so we can offer advice on accessing our service and add you to the council's central referral system (Gateway). We can accept self-referrals and can carry out assessments via the telephone or video link.</p> <p>If you have any questions on making a referral you can call the main office on 01204 386010</p>
Information required when applying for our service:	N/A
Follow up services:	N/A
Period of service:	Depending on the individuals support needs they can stay between 3 - 6 months
Capacity of the service:	7 units
Advice/Guidance we offer:	<p>Support Workers will support Customers to:</p> <ul style="list-style-type: none"> • prevent debt or reduce debts • complete benefits forms • rebuild relationships with their family • develop domestic, social and life skills • gain self-esteem and fulfil their aspirations • find & register with GP • attend hospital appointments and other health services (including substance misuse services) • enable Customer to move to more appropriate accommodation and assist with resettlement • support the Customer to establish/maintain their accommodation and meet their support need as identified in their Support Plan <p>Advise Customers regarding:</p> <ul style="list-style-type: none"> • adhering to tenancy conditions and work on tenancy sustainment • personal safety and the safety and security of their accommodation • healthy eating and kitchen hygiene • ensuring their connection to utilities • other 'setting-up home' tasks • Other health issues, e.g. dentists, opticians, substance misuse etc. • on how to prepare shopping lists • how to arrange repairs <p>Support Customers to access:</p> <ul style="list-style-type: none"> • Specialist services e.g. substance misuse, domestic violence, mental health etc. • education, training and employment agencies and volunteering opportunities • activities with the aim of preventing social isolation community facilities and services available to customers, for example access to IT if appropriate



Street Life helps rough sleepers and other homeless people access suitable accommodation

Street Life works with rough sleepers and other homeless people to help them access suitable accommodation. The project also provides on-going support for clients enabling them to sustain their tenancies and rebuild their lives. The project works alongside Bolton Council, housing associations and private landlords.

Street Life runs a drop-in centre every Tuesday afternoon from the Urban Restore Centre. The drop-in provides support regarding benefit issues and gives general direction on housing issues.

Type of service:	Advice & Guidance
Name of organisation:	Urban Outreach- Street Life
Address:	Salop Street Bolton BL2 1DZ
Telephone Numbers:	01204 385848
Email & Website:	www.urbanoutreach.co.uk
Opening Times:	N/A
Who is it for:	Age Range: 16+ Circumstances: Rough sleeper and other homeless people
How to access this service:	Direct access The person can access the service via going directly or using the drop-in centre.
Information required when applying for our service:	N/A
Follow up services:	On-going support for clients enabling them to sustain their tenancies and rebuild their lives.
Period of service:	N/A
Capacity of the service:	N/A
Advice/Guidance we offer:	We provide on-going support for clients enabling them to sustain their tenancies.



Winter Watch provides homeless and roofless people with company, food, clothing, showers, health and housing information, and sessions by hairdressers and chiropodists

The project runs annually during the coldest months of the year at the Urban Restore Centre. Between January and March Winter Watch provides a much needed service for 60-90 people per night.

Over 100 volunteers are involved in making meals, staffing the café and providing company and conversation for all who attend. Food and finance is provided by many individuals, more than 80 churches and 50 schools, a number of local businesses and Bolton Council.

Winter Watch guests are supported throughout the year by our other projects (Street Life, Eve's Space, and Reach Out) and the various group activities we run. Winter Watch seeks to raise the awareness of issues faced by homeless people in Bolton by speaking in churches and schools. We also provide opportunities for groups to visit the Urban Restore Centre to see what we do.

Type of service:	Support (Non-Accommodation)
Name of organisation:	Urban Outreach- Winter Watch
Address:	Urban Restore Centre Pool Street Bolton BL1 2BA
Telephone Numbers:	01204 385848
Email & Website:	www.urbanoutreach.co.uk
Opening Times:	N/A
Who is it for:	Age Range: 16+ Circumstances: Homeless & Roofless people
How to access this service:	Direct access The person can access the service via going directly during the required months.
Information required when applying for our service:	N/A
Follow up services:	Winter Watch guests are supported throughout the year by our other projects and the various group activities we run.
Period of service:	Between January and March.
Capacity of the service:	60-90 people per night.

<p>Advice/Guidance we offer:</p>	<p>Winter Watch guests are supported throughout the year by our other projects (Street Life, Eve's Space, and Reach Out) and the various group activities we run.</p> <p>Winter Watch seeks to raise the awareness of issues faced by homeless people in Bolton by speaking in churches and schools. We also provide opportunities for groups to visit the Urban Restore Centre to see what we do.</p>
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Storehouse is Bolton's food bank and distribution project

Storehouse is Bolton's food bank and distribution project, providing emergency food parcels to individuals and families who find themselves in need of help due to illness, debts or fines, benefit delays, homelessness, domestic abuse, redundancy or family breakdown. People collect food from the Urban Restore Centre and stay for refreshments and a chat with volunteers who can signpost people to Urban Outreach projects and other agencies. Older people, those with mobility issues or single parents with young children can have food delivered.

Vouchers are held by more than 100 agencies across Bolton working on the front line. They are often the first point of contact for people experiencing temporary financial hardship. Agencies like the Job Centre, Citizen's Advice Bureau, Children's Centres, health visitors and charities such as ourselves assess people's needs and issue vouchers. Food provision alone is not a sustainable way of helping someone, so we work with agencies to ensure the cause of their hardship is addressed alongside receiving food.

Type of service:	Support (Non-Accommodation)
Name of organisation:	Urban Outreach- Store House
Address:	Urban Restore Centre Pool Street Bolton BL1 2BA
Telephone Numbers:	01204 385848
Email & Website:	www.urbanoutreach.co.uk
Opening Times:	N/A
Who is it for:	Age Range: 16+ Circumstances: Individuals and families who find themselves in need of help due to illness, debts or fines, benefit delays, homelessness, domestic abuse, redundancy or family breakdown.
How to access this service:	Direct access The person can access the service via going directly or alternatively having the food delivered, they must have a voucher to use the service.
Information required when applying for our service:	N/A
Follow up services:	Store House clients are signposted to other Urban outreach projects.
Period of service:	N/A
Capacity of the service:	N/A
Advice/Guidance we offer:	Store House clients are signposted to other Urban outreach projects, as well as food provision we work with agencies to ensure the cause of their hardship is addressed alongside receiving food.



Family First works with families experiencing multiple issues

Family First works with families experiencing multiple issues including children not attending school, parents not in work, youth crime and anti-social behaviour. These families receive a number of different services from public organisations. Our support workers co-ordinate support, advice and approaches from the different services to help families address the complex issues and needs they are facing.

We work with the family to:

- Build trust
- Complete assessments and support plans
- Address a range of social and health issues
- Accompany them to appointments
- Make home visits and give one-to-one support
- Make specialist referrals for different family members
- Help them return to school, community and local services
- Assist family members into employment or improve “job readiness”

Type of service:	Support (Non-Accommodation)
Name of organisation:	Urban Outreach- Family First
Address:	Urban Outreach Office Environ House Salop Street Bolton BL2 1DZ
Telephone Numbers:	01204 385848
Email & Website:	www.urbanoutreach.co.uk
Opening Times:	N/A
Who is it for:	Age Range: 16+ Circumstances: Families experiencing multiple issues
How to access this service:	Direct access The person can access the service via going directly.
Information required when applying for our service:	N/A
Follow up services:	Our support workers continue to help the families until all issues have been resolved, we can also refer them on to our other services.
Period of service:	N/A
Capacity of the service:	N/A
Advice/Guidance we offer:	Our support workers co-ordinate support, advice and approaches from the different services to help families address the complex issues and needs they are facing until the issues are resolved.



Provides support for women offenders or those at risk of offending

Eve's Space started in 2010. It is a partnership between Urban Outreach, Bolton Council, Cheshire and Greater Manchester Community Rehabilitation Company and Greater Manchester Police. Eve's Space provides support for women offenders or those at risk of offending. This is accomplished through one to one support and group work in order to address issues that could potentially cause reoffending but also to provide the encouragement needed to support sustainable lifestyles.

Type of service:	Support (Non-Accommodation)
Name of organisation:	Urban Outreach- Eve's Space
Address:	Urban Outreach Office Environ House Salop Street Bolton BL2 1DZ
Telephone Numbers:	01204 385848
Email & Website:	www.urbanoutreach.co.uk
Opening Times:	N/A
Who is it for:	Age Range: 16+ Circumstances: Women offenders or those at risk of offending.
How to access this service:	Direct access The person can access the service via going directly.
Information required when applying for our service:	N/A
Follow up services:	Our support workers continue with one-to-one support and group work, in order to prevent offending and encourage sustainable lifestyles.
Period of service:	N/A
Capacity of the service:	N/A
Advice/Guidance we offer:	Eve's Space provides support for women offenders or those at risk of offending. This is accomplished through one to one support and group work in order to address issues that could potentially cause reoffending but also to provide the encouragement needed to support sustainable lifestyles.



Works with male offenders from Bolton who are released from Forest Bank Prison facing potential homelessness.

OARS (Offender Accommodation, Resettlement and Support) works with male offenders from Bolton who are released from Forest Bank Prison facing potential homelessness.

The OARS project worker visits an offender at Forest Bank prior to his release. He is offered assistance with finding accommodation, managing rent arrears, tackling substance misuse and exploring education and employment opportunities. On-going support is provided on a one to one basis to help the clients maintain a stable lifestyle.

Type of service:	Support (Non-Accommodation)
Name of organisation:	Urban Outreach- OARS
Address:	Urban Outreach Office Environ House Salop Street Bolton BL2 1DZ
Telephone Numbers:	01204 385848
Email & Website:	www.urbanoutreach.co.uk
Opening Times:	N/A
Who is it for:	Age Range: 16+ Circumstances: male offenders from Bolton who are released from Forest Bank Prison facing potential homelessness.
How to access this service:	N/A The OARS project worker visits an offender at Forest Bank prior to his release.
Information required when applying for our service:	N/A
Follow up services:	On-going support is provided on a one to one basis to help the clients maintain a stable lifestyle.
Period of service:	N/A
Capacity of the service:	N/A
Advice/Guidance we offer:	The OARS project worker visits an offender at Forest Bank prior to his release. He is offered assistance with finding accommodation, managing rent arrears, tackling substance misuse and exploring education and employment opportunities. On-going support is provided on a one to one basis to help the clients maintain a stable lifestyle.



Practical and emotional support, information and guidance to women who are involved in sex work within Bolton

Our project supports women by visiting them on a regular basis, assisting them with self care, accommodation support, legal issues, training and employment. We support women to exit sex work and to make positive decisions about their lifestyle.

Reach Out staff and volunteers run a drop-in two nights each week. The project provides harm reduction advice from a specialist drugs worker, needle exchange, housing guidance, sexual health and pregnancy tests.

Type of service:	Support (Non-Accommodation)
Name of organisation:	Urban Outreach- Reach Out
Address:	Urban Outreach Office Environ House Salop Street Bolton BL2 1DZ
Telephone Numbers:	01204 385848
Email & Website:	www.urbanoutreach.co.uk
Opening Times:	N/A
Who is it for:	Age Range: 16+ Circumstances: Women who are involved in sex work within Bolton
How to access this service:	Direct Access Drop-in's twice a week.
Information required when applying for our service:	N/A
Follow up services:	Our project supports women by visiting them on a regular basis.
Period of service:	N/A
Capacity of the service:	N/A
Advice/Guidance we offer:	We assist the women with self-care, accommodation support, legal issues, training and employment. We support women to exit sex work and to make positive decisions about their lifestyle.



RUNA works with children and young people who have been reported missing from home

The RUNA project provides contact with every child who is reported missing to the Police in Bolton. The project workers meet with children and young people once they have returned home. They discuss the dangers and address the problems which cause them to run away. RUNA liaises with other organisations that can support both the individual and family in order to prevent future running away. The project has preventative work programmes which operate within schools.

Type of service:	Support (Non-Accommodation)
Name of organisation:	Urban Outreach- runa
Address:	Urban Outreach Office Environ House Salop Street Bolton BL2 1DZ
Telephone Numbers:	01204 385848
Email & Website:	www.urbanoutreach.co.uk
Opening Times:	N/A
Who is it for:	Age Range: N/A Circumstances: Children and young people who have been reported missing from home.
How to access this service:	N/A The RUNA project provides contact with every child who is reported missing to the Police in Bolton.
Information required when applying for our service:	N/A
Follow up services:	The project workers meet with children and young people once they have returned home.
Period of service:	N/A
Capacity of the service:	N/A
Advice/Guidance we offer:	RUNA liaises with other organisations that can support both the individual and family in order to prevent future running away. The project has preventative work programmes which operate within schools.



Friends of Fun Food make buying, cooking, smelling and tasting food exciting for the poorest and most vulnerable children and families in our town.

Every day we are dealing first hand with people in poverty and poor health through our Storehouse food bank. We know families that are simply surviving, not enjoying the food that they eat. We want to help people, in community, change the way they see food; restoring a love of food and generating a fresh excitement in food whilst connecting people to healthy, quick and affordable eating.

We do community cooking events, with fun activities for kids and families using our friendly food characters. We bring people of all generations and backgrounds together, having adventures with food in local community venues, learning how to create meals using simple fresh ingredients, that taste great, are healthy to eat and cheap to make. We work in partnership with all the social housing providers through Bolton Community Homes and Bolton at Home, to ensure we reach people in our local communities. We also work with Bolton Markets, Bolton Council, local schools and other local organisations.

Type of service:	Support (Non-Accommodation)
Name of organisation:	Urban Outreach- Friends of Fun Food
Address:	Urban Outreach Office Environ House Salop Street Bolton BL2 1DZ
Telephone Numbers:	01204 385848
Email & Website:	www.urbanoutreach.co.uk
Opening Times:	N/A
Who is it for:	Age Range: N/A Circumstances: Vulnerable children and families in Bolton.
How to access this service:	We work in partnership with all the social housing providers through Bolton Community Homes and Bolton at Home, to ensure we reach people in our local communities.
Information required when applying for our service:	N/A
Follow up services:	N/A
Period of service:	N/A
Capacity of the service:	N/A
Advice/Guidance we offer:	We do community cooking events, with fun activities for kids and families using our friendly food characters. Also please see above.



We provide hampers to struggling individuals and families containing everything they need to do a traditional Christmas Dinner

For the last few years, helped by schools, churches and local businesses we have put together hampers and distributed them a couple of days before Christmas to families in Bolton who are having a hard time, for various reasons. These families are identified by our contacts in local churches and other organisations. People from the church or organisation then collect the hampers and take them round to the families who they know are in need.

We ask schools, churches, local business and other local organisations to help us make this a reality for hundreds of families in Bolton, giving them a little bit of good news and hope at Christmas.

Type of service:	Support (Non-Accommodation)
Name of organisation:	Urban Outreach- Christmas Dinner on Jesus
Address:	Urban Outreach Office Environ House Salop Street Bolton BL2 1DZ
Telephone Numbers:	01204 385848
Email & Website:	www.urbanoutreach.co.uk
Opening Times:	Christmas period
Who is it for:	Age Range: N/A Circumstances: Struggling individuals and families
How to access this service:	These families are identified by our contacts in local churches and other organisations.
Information required when applying for our service:	N/A
Follow up services:	We can refer these people on to our other projects.
Period of service:	Christmas period.
Capacity of the service:	N/A
Advice/Guidance we offer:	We can refer these people on to our other projects.



Furnished Tenancy Team

The aim behind the service is to provide furniture for those who would not usually be able to afford the cost of furnishing for themselves. The furniture is rented from Bolton Council and the charge is added onto the weekly rent, however, if the customer is on benefits or low income, assistance may be available from Housing Benefits.

Each item of furniture now has a points value attached to it, the points are then added together to fit into a choice band, this also decides how much you pay for the furniture.

Type of service:	Support (Non-Accommodation)
Name of organisation:	Furnished Tenancy Team
Address:	Castle Hill Centre 2 nd Floor Castleton Street Bolton BL2 2JW
Telephone Numbers:	01204 335266
Email & Website:	furnishedtenancyteam@bolton.gov.uk
Opening Times:	9am – 5pm
Who is it for:	Age Range: 16+ Circumstances: The service is to assist any person who wants to set up home but has little or no furniture; its provision was seen as essential supporting the sustainability of the tenancy.
How to access this service:	Referral Customer can access the furnished tenancy service through their Landlord, this must take place before or at sign up.
Information required when applying for our service:	A referral form will need to be completed when signing up for a new property, the following information will be required: Name Address Date of Birth NI Number Disability Ethnicity Household Build Up If customer has had a furnished tenancy or Local Welfare Provision in the past
Follow up services:	The team provides a comprehensive service to both new and existing tenants for Bolton at Home and numerous housing associations. The team carry out regular visits to customers not only to check the furniture that has been provided but also to

	signpost / resolve issues that customers may be faced with. This involves working closely with our BCH partners.
Period of service:	10 Choice Bands are available over 3 and 4 year period, there is also 6 choice bands available over a 2 year contract. Once this contract comes to an end the furnished tenancy team will visit and discuss the options available to the customer. Option 1 – Renew all furniture Option 2 – Reduce furnished tenancy charge by 50% Option 3 – Purchase the all/some items at a depreciated cost Option 4 – Return all items
Capacity of the service:	To date the service have furnished 2279 properties and currently have 1361 live furnished tenancies with our BCH partners.
Advice/Guidance we offer:	We can help customers with various issues which they are faced with, if we are unable to resolve at the property then we will signpost to the right department ie: Repairs to the property Income Management / Debt Advice Enforcement / ASB Benefits Housing Issues
Additional Information:	The Furnished Tenancy Service has provided furniture to Bolton customers since 2003 and was initially funded by Bolton Community Homes. Over the years the furnished tenancy service has grown, initially the pilot was for 1 bed flats only but as a result of increased demand from both customers and landlords the service expanded in 2008 to include all types of accommodation ranging from bedsits to 4 bed family homes. Furniture provided is as follows: Carpets Cooker Fridge Freezer Washing Machines Bed – double, single and bunk Wardrobe Settees



Furniture 4 U

We sell brand new white goods, home furnishing and carpets.

We offer a weekly payment service by working in partnership with Hoot Credit Union (Terms and conditions Apply) for the weekly payment option

Type of service:	Advice & Guidance
Name of organisation:	Furniture 4 U
Address:	53/55 Victoria Square Bolton BL1 1RZ
Telephone Numbers:	01204 368599
Email & Website:	Furniture4u@bolton.gov.uk www.furniture4u.org.uk Facebook – Furniture4U Twitter - @furniture4U1
Opening Times:	Mon – Fri 9.30am to 4pm
Who is it for:	Age Range: All ages. For the weekly payment options, you have to be over 18 and any loans have to be paid back before a person's 80 th birthday. Circumstances: Any circumstances we are here for everyone, but to get the weekly payment option you must live, work or study in Bolton (or certain parts of Bury). If you are not accepted for the weekly payments, then we will endeavour to get you help through other agencies. Whether this is to secure the household goods that you need or help from other services.
How to access this service:	Direct Access It is just like walking in any other shop, but we will not hard sell, we give advice of the best way to attain required goods and signpost to these and other services.
Information required when applying for our service:	To applying for the weekly payment option you will need to provide the following:- <ul style="list-style-type: none"> • Proof of identification • Last two full months bank statements • Proof of address
Follow up services:	N/A
Period of service:	N/A
Capacity of the service:	N/A
Advice/Guidance we offer:	Furniture Options



Fleet House – Residential accommodation for single homeless women

Fleet House is a residential and life skills centre for single homeless women. Fleet House empowers women to make better life choices and tackle the root cause of homelessness to ultimately move on to successfully manage their own home.

Type of service:	Support (Non-Accommodation)
Name of organisation:	Adullam Homes
Address:	Main office – North West 69 – 87 Bolton Road Bury BL8 2AH
Telephone Numbers:	0161 763 2565
Email & Website:	http://adullam.org.uk/ info@adullam.org.uk
Opening Times:	Monday – Friday 9:00am-5:00pm
Who is it for:	Age Range: 18+ Circumstances: Homeless or at risk of becoming homeless.
How to access this service:	Referral: Yes Brief Description: Fleet House is not a direct access service, referrals are primarily made through Bolton Council's Homeless Welfare however we do accept referrals from other professionals who feel the scheme would facilitate their client's efforts to move forward
Information required when applying for our service:	N/A
Follow up services:	N/A
Period of service:	12 weeks
Capacity of the service:	20 customers. The scheme has twenty fully furnished rooms arranged into five suites. Each suite contains a communal kitchen and separate shower room and bathroom. There is also a communal lounge, games room and laundry. Residents also have access to free WI-FI and a fully furnished IT suite.
Advice/Guidance we offer:	There is a dedicated team onsite to identify, address and overcome the root cause of homelessness. All residents have bespoke support plans which incorporate the outcomes star, to enable them to work with their support worker and other agencies where appropriate, to address any issues that prevent them from achieving the targets and goal in the support plan.

	Alongside structured support sessions, in-house life skills training and educational programmes are in place.
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Section 3: Short- Term/Temporary Accommodation



Castle House – Accommodation and support for young people

We offer meals, communal areas for support and safe accommodation in a large group home. Each young person has their own bedroom but share a bathroom with 2 other young people.

Type of service:	Short-Term Accommodation
Name of organisation:	Backup - Northwest
Address:	Unit 1, Sure Store, Orlando Street, Off Manchester Road, Bolton BL2 1DU
Telephone Numbers:	01204 520183
Email & Website:	mail@byphs.org.uk www.byphs.org.uk
Opening Times:	6pm – 9am Weekdays All day at weekends
Who is it for:	Age Range: 16-18 (Will accept older if vulnerable) Circumstances: Single Homeless or at Risk of rough sleeping or harm through homelessness.
How to access this service:	Referral Brief Description: Young People are referred initially by Leaving Care Team or Youth Offending as priority is given to U18s. If there are beds available Homeless Welfare can refer young people after 3pm. Young people are accepted subject to a risk and needs assessment. This is emergency accommodation, short term. Upon arrival they are given a short induction and shown their room. Meals are provided.
Information required when applying for our service:	We need National Insurance Numbers at referral and we need proof of income.
Follow up services:	There is support available on site linked to independent living skills
Period of service:	From 1 day - 3 months. Beyond that we will support the young person to get their own accommodation and assist them with moving on. All young people are offered extra support through a BYPHS mentor.
Capacity of the service:	8 bed spaces.
Advice/Guidance we offer:	Employment, training and support, Mental and other health issues, Domestic and sexual abuse, Financial issues and budgeting, Offending and other risky behaviour, Substance abuse, Homeless and Housing, Social isolation and tackling loneliness, Sexual health, Pregnancies and Relationships.
Additional Information:	It is temporary emergency supported accommodation. Priority is for U18s but over 18s are considered if we have space. There is a service charge of £14 a week which pays for 2 meals a day, heating and lighting.



Project Front Door- Accommodation and Intensive support for young people

24 hour supported accommodation with 10 units, Intensive support for young people who need extra support prior to semi-independent living. It has six bedsits and four self-contained flats in one block.

No communal living.

Type of service:	Short-Term Accommodation
Name of organisation:	BACKUP North West Ltd, formerly known as Bolton Young Persons Housing Scheme
Address:	Unit 1, Sure Store, Orlando Street, Off Manchester Road, Bolton BL2 1DU
Telephone Numbers:	01204 520183
Email & Website:	mail@backup-charity.org.uk http://backup-charity.org.uk/
Opening Times:	24/7, 365 days a year
Who is it for:	Age Range: 16-21 (Will accept older if vulnerable) Circumstances: Single Homeless or at Risk of rough sleeping or harm through homelessness.
How to access this service:	Referral Brief Description: People can be referred through any agency using a referral form; they are interviewed at Homeless Welfare as part of the BYPHS surgery. PFD is intensive supported housing for young people who need extra help before living semi independently. They have their own accommodation and are supported to manage it with staff available on site.
Information required when applying for our service:	We need National Insurance Numbers at referral and we need proof of income.
Follow up services:	There is support available on site linked to independent living skills
Period of service:	Up to 9 months. Beyond that we will support the young person to get their own accommodation and assist them with moving on either into their own tenancy or a BYPHS tenancy. All young people are offered extra support through a BYPHS mentor.
Capacity of the service:	10 units available at any one time.
Advice/Guidance we offer:	Employment, training and support, Mental and other health issues, Domestic and sexual abuse, Financial issues and budgeting, Offending and other risky behaviour, Substance abuse, Homeless and Housing, Social isolation and tackling loneliness, Sexual health, Pregnancies and Relationships.
Additional Information:	It is temporary emergency supported accommodation. There is a service charge of £14 a week which pays for 2 meals a day,

	<p>heating and lighting. There are licence conditions relating to Health and Safety. Young people in a bedsit share a bathroom and kitchen with one other person. If the scheme is full we operate a waiting list.</p>
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Plan B- Emergency accommodation for young people

- Emergency overnight accommodation with support opens from 9pm – 9am.
- 2 bed spaces, with shared bathroom and kitchen.
- No communal living.

Type of service:	Short-Term Accommodation, Emergency Accommodation
Name of organisation:	BACKUP North West Ltd, formerly known as Bolton Young Persons Housing Scheme
Address:	Unit 1, Sure Store, Orlando Street, Off Manchester Road, Bolton BL2 1DU
Telephone Numbers:	01204 520183
Email & Website:	mail@backup-charity.org.uk http://backup-charity.org.uk/
Opening Times:	24/7, 365 days a year
Who is it for:	Age Range: 16-21 (will accept 16 and 17 year olds if we have spaces) Circumstances: Single Homeless or at Risk of rough sleeping or harm through homelessness.
How to access this service:	Referral Brief Description: Young People can be referred through Homeless Welfare for emergency overnight accommodation, or internally through BYPHS services. When they arrive the young person is welcomed with an induction and a meal.
Information required when applying for our service:	Risk Assessment from the referrer.
Follow up services:	All young people referred are offered support from our Mentors in the hope they can access other BYPHS or other housing services.
Period of service:	3 weeks.
Capacity of the service:	2 units available at any one time.
Advice/Guidance we offer:	Housing Advice Referrals and/or signposting into other housing and support services. Basic help on any support needs.
Additional Information:	It is temporary emergency overnight supported accommodation. Young people share a bathroom and kitchen with one other person but have their own private bedroom. There are licence conditions relating to Health and Safety. Basic meals are provided.



Supported Lodgings for young people

Type of service:	Short-Term Accommodation
Name of organisation:	BACKUP North West Ltd, formerly known as Bolton Young Persons Housing Scheme
Address:	1, Sure Store, Orlando Street, Off Manchester Road, Bolton BL2 1DU
Telephone Numbers:	01204 520183
Email & Website:	mail@backup-charity.org.uk http://backup-charity.org.uk/
Opening Times:	Office hours weekdays
Who is it for:	Age Range: 16-21 (will accept 16 and 17 year olds if we have spaces) Circumstances: Single Homeless or at Risk of rough sleeping or harm through homelessness.
How to access this service:	Referral Brief Description: Young People are referred initially by ANY SUPPORTING AGENCY. Young people are accepted subject to a risk and needs assessment. We have a matching process with the right householder to make sure both parties are happy with the arrangement. This is short to medium term accommodation. YP will be inducted and supported by the householder as well as a BYPHS support worker. House rules and meal arrangements vary between householders.
Information required when applying for our service:	N/A
Follow up services:	Each young person has their own bedroom but share a bathroom and living areas with the family or person who owns the property. There is support available on site linked to independent living skills. The support worker helps with this and planned move on into a supported tenancy flat when the time is right. The young person has regular visits but has daily support within the home. They are a lodger but are supported.
Period of service:	From 1 day - 12 months. Beyond that we will support the young person to get their own accommodation and assist them with moving on. All young people are offered extra support through a BYPHS mentor.
Capacity of the service:	8 bed spaces across Bolton.
Advice/Guidance we offer:	Employment, training and support Mental and other health issues

	<p>Domestic and sexual abuse Financial issues and budgeting Offending and other risky behaviour Substance abuse Homeless and Housing Social isolation and tackling loneliness Sexual health, pregnancies Relationships Anything else affecting independent living.</p>
Additional Information:	<p>It is temporary emergency supported accommodation. The young person has to contribute financially towards utilities and food. There are licence conditions relating to Health and Safety.</p>



Supported Tenancies (dispersed) for young people

Residents are supported to move in, manage the property and move on at the appropriate time. The aim is that after a period of time the young person moves into their own secure accommodation having acquired the skills and knowledge required to manage on their own. Whilst the young person lives on the scheme they will be provided with a support package that is designed for them.

Type of service:	Short-Term Accommodation
Name of organisation:	BACKUP North West Ltd, formerly known as Bolton Young Persons Housing Scheme
Address:	Unit 1, Sure Store, Orlando Street, Off Manchester Road, Bolton BL2 1DU
Telephone Numbers:	01204 520183
Email & Website:	mail@backup-charity.org.uk http://backup-charity.org.uk/
Opening Times:	9am – 5pm
Who is it for:	Age Range: 16+ Circumstances: Homeless or at Risk of Homelessness with support needs
How to access this service:	Referral Brief Description: Young People can be referred by an agency and we can take self-referrals. Anyone U18 must be referred through Leaving Care Team in The Base and anyone over18 can be referred through Homeless Welfare or directly to BYPHS. All referred are interviewed and assessed by a support worker who will try to look at all housing options available.
Information required when applying for our service:	We need National Insurance Numbers at the interview. We need proof of income.
Follow up services:	We offer supported accommodation by way of a dispersed tenancy. A self-contained, furnished flat or bedsit fully decorated and equipped. Each young person is supported through regular visits depending on what each young person needs are. We will assist young people who have maintained a successful tenancy to access and move into their own accommodation at the end of the placement.
Period of service:	Up to 12 months. Beyond that we will support the young person to get their own accommodation and assist them with moving on.
Capacity of the service:	45 at any one time.
Advice/Guidance we offer:	Employment, training and support Mental and other health issues Domestic and sexual abuse

	<p>Financial issues and budgeting Offending and other risky behaviour Substance abuse Homeless and Housing Social isolation and tackling loneliness Sexual health, pregnancies Relationships Anything else affecting independent living.</p>
Additional Information:	<p>At busy periods we offer a waiting list. Our accommodation is all over Bolton. It is temporary supported accommodation.</p>



LUCAS Project- An extension of supported tenancies

An extension of supported tenancies we have 35 units in one scheme with support available 7 days a week.

Type of service:	Short-Term Accommodation
Name of organisation:	BACKUP North West Ltd, formerly known as Bolton Young Persons Housing Scheme
Address:	Unit 1, Sure Store, Orlando Street, Off Manchester Road, Bolton BL2 1DU
Telephone Numbers:	01204 520183
Email & Website:	mail@backup-charity.org.uk http://backup-charity.org.uk/
Opening Times:	9am – 5pm
Who is it for:	Age Range: 16-25 Circumstances: Single Homeless or at Risk of Homelessness with support needs.
How to access this service:	Referral Brief Description: Young People can be referred by an agency and we can take self-referrals. Anyone U18 must be referred through Leaving Care Team in The Base and anyone over18 can be referred through Homeless Welfare or directly to BYPHS. All referred are interviewed and assessed by a support worker who will try to look at all housing options available.
Information required when applying for our service:	We need National Insurance Numbers at the interview. We need proof of income.
Follow up services:	We offer supported accommodation by way of a licence agreement in a clustered site with 24 hour on site support and security. A self-contained, furnished flat or bedsit fully decorated and equipped. Each young person is supported through regular visits depending on what each young person needs are. We will assist young people who have maintained a successful tenancy to access and move into their own accommodation at the end of the placement.
Period of service:	Up to 12 months. Beyond that we will support the young person to get their own accommodation and assist them with moving on.
Capacity of the service:	35 at any one time.
Advice/Guidance we offer:	Employment, training and support Mental and other health issues Domestic and sexual abuse Financial issues and budgeting Offending and other risky behaviour

	<p>Substance abuse Homeless and Housing Social isolation and tackling loneliness Sexual health, pregnancies Relationships Anything else affecting independent living.</p>
Additional Information:	<p>At busy periods we offer a waiting list. It is temporary supported accommodation. This service is in Farnworth.</p>



Benjamin Court- Temporary accommodation for homeless families and vulnerable single adults

Temporary accommodation for homeless families and vulnerable single adults only accessed through Homeless Welfare service.

Type of service:	Temporary Accommodation
Name of organisation:	Benjamin Court
Address:	Benjamin Court Slater Street Bolton BL1
Telephone Numbers:	01204 335263
Email & Website:	Homesforbolton.org.uk
Opening Times:	24 hours.
Who is it for:	Age Range: 16+ Circumstances: Homeless as an emergency.
How to access this service:	Referral Brief Description: Referrals during office hours via the Housing Options team, Ground Floor, Town Hall, Bolton. Out of hours via Emergency duty team or Police.
Information required when applying for our service:	N/A
Follow up services:	Support plan for individual needs whilst in temporary accommodation. Referral to other services as appropriate. Supported and assisted to access suitable accommodation.
Period of service:	Until the decision of the homeless presentation and/or until access suitable accommodation.
Capacity of the service:	This is a statutory service so we will facilitate all referrals that access our service.
Advice/Guidance we offer:	Support and assistance in accessing suitable accommodation. Help and support with Benefit claims, budgeting and financial issues. Needs assessment and action plans based around physical health, schooling, life skills, mental health, language barriers, drugs and alcohol, personal development, child care and moving on. Liaison and signposting for employment and further education.



Advice support and accommodation for women and children suffering from domestic abuse

The organisation provides advice, support and accommodation for women and children suffering from domestic abuse.

Type of service:	Advice and Guidance, Support (Non-Accommodation), Short-Term Accommodation, Emergency Accommodation
Name of organisation:	Fortalice Ltd
Address:	Registered address: 43 Bradford Street Bolton BL2 1HT
Telephone Numbers:	01204 701846 01204 365677
Email & Website:	info@fortalice.co.uk www.fortalice.co.uk
Opening Times:	24 hours
Who is it for:	Age Range: Women from age 16 onwards Female Children: no age restrictions, Male Children: up to age 18 Circumstances: Domestic Abuse
How to access this service:	Referral Brief Description: Referrals taken over the phone, any agency can refer to us, for example, Social services, police, health workers, homeless welfare, schools or anyone else supporting the family and women can also self-refer.
Information required when applying for our service:	We have a standard referral form which is completed over the phone. This asks for information about Safeguarding, benefits, perpetrator details, names of other agency workers, any additional needs, children's details and national insurance number.

	We don't ask for references or any form of identification but the national insurance number is important.
Follow up services:	Clients in the community and also clients leaving the refuge are able to access services at our Support Centre for as long as they feel the need for support.
Period of service:	Clients are able to access services at the Support Centre for as long as they feel the need for support. Clients in the refuge are accommodated until they can be rehoused. On average this can take approx. 16 – 20 weeks, however there are occasions when, due to exceptional circumstances, the length of stay is a longer period.
Capacity of the service:	We have 22 self-contained flats in the refuge which can also accommodate 22 women and up to 70 children The support centre doesn't have a limit on the number of clients they are working with due to the various projects the service provides.
Advice/Guidance we offer:	We offer advice and support for clients suffering from the effects of domestic abuse. This may include liaising with social services, housing, benefits agencies, schools, or health services to assist the client. Along with educational programmes such as the Freedom Programme, Next Steps, group work and counselling for women and children. We have a drug and alcohol worker who can advise and support clients with drug and/or alcohol issues.



Preparation for independent living- Wigan Road

There are eight single-occupancy self-contained flats in a purpose-built block, all of which are fully-furnished and include all white goods. The communal areas in the main house include a large lounge with computer facilities and a TV, a laundry room and a communal kitchen where resident activities and events are held.

We have extensive experience in supporting people with mental health needs who require support with their everyday needs, encouraging them to develop their skills and live as independently as possible.

Our structured package of tailored support uses the Mental Health Recovery Star model to agree a personalised support plan, helping residents to identify their needs and aspirations. Their progress is regularly monitored and reviewed with the plan updated to reflect any changing needs. All support is designed to help residents achieve good emotional health and improve their wellbeing and quality of life.

Type of service:	Short-Term Accommodation
Name of organisation:	Sanctuary Supported Living
Address:	2 Wigan Road Deane Bolton BL3 5PZ
Telephone Numbers:	01204 650284 Local services manager: 07974 741081
Email & Website:	Wigan.Road@sanctuary-housing.co.uk tina.flatley@sanctuary-housing.co.uk www.sanctuary-supported-living.co.uk
Opening Times:	The service is staffed seven days a week during office hours Security/Concierge service from 10pm – 3am Monday – Sunday
Who is it for:	Age Range: 18-65 Those with Mental Health needs.

	We accept referrals from Bolton Council's Adult Social Care and Mental Health teams. All care and support needs will be assessed before an application is accepted.
How to access this service:	Brief Description: Applicants or referring agents can be referred via the Community Mental health team only, we no longer take self-referrals or referrals from any other sources. Our information is also included in the local authority directory of services.
Information required when applying for our service:	Referral form Current care plan Current risk assessment List of convictions if applicable
Follow up services:	We can provide move on/resettlement support up to 6 months if the service user identifies on going support needs. This would be through a personal budget and agreed with the service user and care coordinator
Period of service:	Up to 2 years dependant on the individual
Capacity of the service:	8 self-contained flats. CCTV and a secure door access system are in place to help ensure residents' safety and security.
Advice/Guidance we offer:	Support around independent living skills including; Day-to-day general needs Managing finances (budgeting and benefits) Cooking, cleaning and shopping Dealing with correspondence Socialising and community involvement Maintaining health, safety and security Signposting and accessing other services Planning a successful move-on



Preparation for independent living- Albert Road

Albert Road is funded as a low to medium level housing-related support service with particular emphasis being placed on preparation for move-on to independent living within the local community. Albert Road is a short-term Supporting People funded project which offers a maximum tenancy duration of 2 years, we work in partnership with other local agencies to provide a full package of support; CMHT, Social services, Housing, Drug & alcohol services such as BIDAS/ARCH, Probation, The police and Voluntary organisations.

Type of service:	Long-Term Accommodation
Name of organisation:	Sanctuary Supported Living
Address:	24 Albert Road Heaton Bolton BL1 5HF
Telephone Numbers:	01204 849737 07974741081
Email & Website:	Tina.flatley@sanctuary-housing.co.uk Albert.Road@sanctuary-housing.co.uk www.sanctuary-supported-living.co.uk
Opening Times:	The service is staffed seven days a week during office hours Security/Concierge service from 10pm – 3am Monday – Sunday
Who is it for:	Applications are accepted from the following client groups; Males and females aged between 18-65* Diagnosed mental health issues. A connection to the Bolton area.
How to access this service:	Applicants or referring agents can be referred via the Community Mental health team only, we no longer take self-referrals or referrals from any other sources. Our information is also included in the local authority directory of services.
Information required when applying for our service:	Referral form Current care plan Current risk assessment

	List of convictions if applicable
Follow up services:	We provide a resettlement package to clients once they have moved on for up to 6 months.
Period of service:	Maximum tenancy duration of 2 years.
Capacity of the service:	9 bedrooms.
Advice/Guidance we offer:	N/A
Addition Information:	<p>SSL also run a pre-tenancy workshop (12 week duration) for clients in preparation for move on to independent living.</p> <p>SSI also facilitate the 'Living life to the full' programme with clients if they wish to take part.</p> <p>SSL promote client involvement, we have a dedicated client involvement officer for the north west.</p> <p>At local level clients are involved in the recruitment of staff and have the opportunity to feedback on SSI policy reviews.</p> <p>House meetings are held monthly; clients have drawn up their own visitors policy and review this 6 monthly.</p> <p>There is also a recycling group at Wigan road which is run in conjunction with the local authority environmental health department.</p> <p>Our structured package of tailored support uses the Mental Health Recovery Star model to agree a personalised support plan, helping residents to identify their needs and aspirations. Their progress is regularly monitored and reviewed with the plan updated to reflect any changing needs. All support is designed to help residents achieve good emotional health and improve their wellbeing and quality of life.</p>



Bolton House – Supported Accommodation for Offenders

Bolton House is an accommodation based housing related support service working with offenders 'on licence' subject to conditions on statutory licence and/or supervision or at risk of re-offending. Customers may also have one or more of the following needs, mental health problems, substance misuse issues, single homeless with support needs and generic/complex needs.

Type of service:	Short-Term Accommodation
Name of organisation:	Riverside Housing
Address:	Bolton House 66-68 Chorley New Road Bolton BL1 4BY
Telephone Numbers:	01204 386010
Email & Website:	http://riverside.org.uk/corporate/our_services/care_and_support_services.aspx
Opening Times:	Mon – Fri 9am to 5pm
Who is it for:	<p>Age Range: 18 – 65 Male & Female</p> <p>Circumstances:</p> <ul style="list-style-type: none"> • Customers with a recent offending background/risk of offending • Customers are ordinarily resident within the borough of Bolton • Customers returning from custody who have a local connection to Bolton • Customers aged 18 and over who have been identified as having support need • For male and female service users • Customers who are prepared and motivated to actively engage and work with a Support Worker
How to access this service:	<p>Referral</p> <p>Brief Description: Via the councils central referral system (Gateway) Agencies that can access Gateway include:-</p> <ul style="list-style-type: none"> • Homeless Welfare or Housing Options • Probation (Housing Surgeries) • Bolton Integrated Drug & Alcohol Services • Supported Housing Providers <p>We also carry out housing surgeries at Bolton Probation, BIDAS and HMP Forest bank so we can offer advice on accessing our service and add you to the council's central referral system (Gateway).</p>

	<p>We can accept self-referrals and can carry out assessments via the telephone or video link.</p> <p>If you have any questions on making a referral you can call the main office on 01204 386010</p>
Information required when applying for our service:	N/A
Follow up services:	We can refer you to the floating support services if you require additional support after you have moved on from our supported accommodation.
Period of service:	Depending on the individuals support needs they can stay between 3 - 6 months.
Capacity of the service:	16 units.
Advice/Guidance we offer:	<p>Support Workers will support Customers to:</p> <ul style="list-style-type: none"> • prevent debt or reduce debts • complete benefits forms • rebuild relationships with their family • develop domestic, social and life skills • gain self-esteem and fulfill their aspirations • find & register with GP • attend hospital appointments and other health services (including substance misuse services) • enable Customer to move to more appropriate accommodation and assist with resettlement • support the Customer to establish/maintain their accommodation and meet their support need as identified in their Support Plan <p>Advise Customers regarding:</p> <ul style="list-style-type: none"> • adhering to tenancy conditions and work on tenancy sustainment • personal safety and the safety and security of their accommodation • healthy eating and kitchen hygiene • ensuring their connection to utilities • other 'setting-up home' tasks • Other health issues, e.g. dentists, opticians, substance misuse etc. • on how to prepare shopping lists • how to arrange repairs <p>Support Customers to access:</p> <ul style="list-style-type: none"> • Specialist services e.g. substance misuse, domestic violence, mental health etc. • education, training and employment agencies and volunteering opportunities • activities with the aim of preventing social isolation • community facilities and services available to customers, for example access to IT if appropriate



Lease Management Service

The Lease Management Service accepts referrals for households who have been assessed as homeless or at risk of homelessness or at risk of domestic abuse, by the Housing Options Team or other housing assessment agency, such as temporary hostels or the Probation Service. This is move on accommodation with intensive housing management support, designed to help customers maintain a tenancy and skill themselves for independent living.

Type of service:	Short Term Accommodation
Name of organisation:	Bolton Council Lease Management Service
Address:	Community Housing Services 2 nd Floor, Castle Hill Centre Castleton Street Bolton BL2 2JW
Telephone Numbers:	01204 335776
Email & Website:	Leasemanagement@bolton.gov.uk
Opening Times:	9am – 5pm, Mon – Friday.
Who is it for:	Age Range: 18+ (16+ in some circumstances) Circumstances: Homeless or at risk of homelessness, or fleeing domestic abuse.
How to access this service:	Referral Brief Description: Applicants cannot self-refer. All referrals should come through the Gateway online system and are subject to eligibility and affordable checks.
Information required when applying for our service:	ID for all household members Previous references – landlord / employer / character
Follow up services:	An assigned Housing Officer will be available for support throughout the tenancy. Tenants are also signposted to appropriate support services dependant on circumstances.
Period of service:	Tenants will sign a licence or Non Secure Tenancy Agreement.
Capacity of the service:	There are 128 units of accommodation available. The appropriate referral services will be made aware of vacancies on the Gateway system when ready to let.
Advice/Guidance we offer:	The service offers accommodation and referrals into relevant support services in the Borough

Section 4: Long Term Accommodation



A range of social housing accommodation

We provide a range of properties across the northwest including Bolton. We have a range of houses and apartments as well as some special needs supported accommodation and Independent Living Schemes for people over 60.

Type of service:	Long Term Accommodation, Social Housing
Name of organisation:	St Vincent's Housing Associations
Address:	7th Floor, Trafford House, Chester Road, Stretford, Manchester M32 0RS
Telephone Numbers:	03456066565 or 0161 474 8340
Email & Website:	enquiry@msvhousing.co.uk www.msvhousing.co.uk
Opening Times:	Mon – Friday 9.00am – 5pm
Who is it for:	Age Range: 18+ Circumstances: Anyone who meets the criteria for the property from Homeless to people who are working.
How to access this service:	Referral Brief Description: We allocated our properties in Bolton through the Homes For Bolton Choice Based Lettings service. Although for some properties people can contact us directly.
Information required when applying for our service:	Proof of ID, Proof of Address, Proof of Income, Proof of National Insurance Number.
Follow up services:	We do a Money management Service and Tenancy Sustainment Officer as well as Positive Futures (help with Work Skills and training).
Period of service:	On-going
Capacity of the service:	N/A
Advice/Guidance we offer:	We have a Positive Futures Officer for Help with work skills etc.



Accommodation and support for homeless people

We offer a place to live to people who have been homeless and are willing to help in the recycling business we run from the Community at Derby Barracks in Bolton. Our aim is to become self-sufficient financially as soon as possible, by collecting and selling donated furniture and household goods and eventually other business ventures will be incorporated.

Type of service:	Advice and Guidance Long Term or Short Term Accommodation
Name of organisation:	Emmaus Bolton
Address:	Derby Barracks Fletcher Street Bolton BL3 6NF
Telephone Numbers:	01204 398056
Email & Website:	tonys@emmausbolton.org.uk www.emmaus-bolton.org.uk
Opening Times:	Monday – Friday 8.30am–5pm Saturday- 10am–4pm
Who is it for:	Age Range: 21-65 Circumstances: Homeless
How to access this service:	Referral
Information required when applying for our service:	Referral Form
Follow up services:	Continuous support after leaving
Period of service:	As long as it takes to return to normal living.
Capacity of the service:	19 clients.
Advice/Guidance we offer:	Full support whilst with us.

Section 5: Private Rented



Support for people accessing private rented accommodation

We are a homeless charity that provides a written guarantee in place of a cash bond for those wanting to access private rented accommodation

The service is available to single people or couples without children, and families with resident children.

Type of service:	Private Rented
Name of organisation:	The Bond Board Ltd
Address:	The Bolton Hub Bold Street Bolton BL11LS
Telephone Numbers:	01204 546130
Email & Website:	info@thebondboard.org.uk www.thebondboard.org.uk
Opening Times:	9 - 4.30pm Monday-Friday
Who is it for:	Age Range: 18-65 Circumstances: Must be homeless or potentially going to be, as in have been served notice and are being evicted or in unaffordable accommodation.
How to access this service:	Drop in Service Every Thursday at the One Stop Shop, Ground Floor, Bolton Town Hall Times: 10am-12.30pm and 1.30pm-4pm Referral Brief Description: Families access the bond through the housing advice service and will have a housing options assessment. Single people refer direct at the weekly drop in, which is also held at housing advice.
Information required when applying for our service:	A local connection is required to apply for a bond. Be in receipt of Benefits or on a low income (Proof Required) Copy of notice if one has been served.
Follow up services:	On move on we make sure the housing benefit is in place and furniture applied for to help people to settle into their accommodation. We continue to work with our clients for as long as they have a bond and they can contact us for any tenancy related or Housing benefit issues. We also refer on to other specialised services if required.
Period of service:	When the bond has been issued it is for a period of twelve month and if the tenant is still resident at the property we can extend it a further twelve month.

Capacity of the service:	N/A
Advice/Guidance we offer:	Specialist advice around the private rented sector given to tenants and landlords. We offer a Home finder service, and advice around accommodation and housing related issues.
Additional Information:	Local connection : You must have lived in Bolton for at least six out of the last twelve months, or three out of the last five years to qualify OR Have immediate family living in Bolton OR Work in Bolton OR Your dependent child is in full time education in Bolton.

This booklet was created to help support and provide information to organisations within the Bolton district.

All information in this booklet has been checked and was correct at the time of publishing.

If you have any questions or would like to feature in this booklet, please contact either:

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OR

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The logo for Bolton Council features the word "Bolton" in a multi-colored, sans-serif font where each letter is a different color. Below it, the word "Council" is written in a bold, black, sans-serif font.

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