

How the application is processed

DSN believes in equal opportunities and aims to ensure that all Service Users are treated fairly.

The information provided in the referral form is reviewed by the Team Leader to make sure that the service criteria have been met.

If there is a suitable vacancy, depending on the area the applicant lives in and whether any specialist support services are needed, members of the team will arrange to meet the person and discuss the service and their support needs in more detail.

During this time staff will assess the strengths and development needs of the prospective service user and start to identify a possible package of support.

All information is treated as confidential and analysed by the Support Workers and the Team Leader to ensure that the service has the capacity to accommodate the new service user and that the service can meet their needs effectively.

What happens next?

If DSN feels that the service is suitable for the prospective service user they will be offered support. If we feel that our service is not suitable, advice may be given on services elsewhere. Prospective service users are able to appeal against any decisions by using our Appeals Procedure.

Who to contact

If you would like to make a referral, or if you need any further information, please contact our Outreach Team at:

CHESTER - OUTREACH SERVICES

South View Road, Chester CH1 4JG

Tel: 01244 371372 (Voice)

01244 375374 (Textphone)

Fax: 01244 378215

NORTHWICH - OUTREACH SERVICES

144 London Road, Northwich CW9 5HH

Tel: 01606 47831 (Voice)

01606 350823 (Textphone)

Fax: 01606 49456

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Outreach Service



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Outreach Service

Aims of the Service

Deafness Support Network (DSN) Outreach Service* aims to support people who may have difficulty living independently in their own home, but could do so by receiving housing related support.

We are committed to providing a best value service, helping to make a positive difference to your life and enabling you to live as independently as possible in your community.

Who the service is for

Our service is for adults, aged 16 or over, who live in Cheshire and who are D/deaf or D/deafblind.

Our service is available to people who receive Housing Benefit, pay their own rent (tenancy), own their own home or are looking to live independently.

** This service is sometimes known as Floating Support, as it is not fixed in one place but provided to people in their own homes and intended to 'float' away when the support is no longer needed*

What the service can offer

The ways in which we support service users may include providing advice and/or assistance with:

- Setting up or managing a tenancy
- Domestic upkeep of the tenancy
- Maintaining the security and safety of the property
- Correspondence related to the tenancy
- Budgeting and paying bills or claiming benefits
- Opportunities for education, employment and leisure
- Registering with local GP and Dentist and maintaining links with appropriate healthcare services.

What the service doesn't offer

Support Workers are not able to provide assistance with daily living tasks such as cooking, cleaning and shopping, but they can offer support to help develop these skills or to access other agencies that may be able to provide help if appropriate.

We are not able to provide a Counselling service.

How to apply

We have a relaxed referral process which can start with a telephone enquiry. A referral form is completed, which gives us basic information about the applicant and their support needs. This form can be completed by the person needing support, a relative, Social Worker or GP etc.

