

Who we are

YOU provides people with the help they need to realise their dreams of independence, security, stability, happiness and freedom. We help people in our communities who need care, support and advice due to poverty, homelessness, disability, age, ill health or abuse to have the life they want.



YOU is committed to providing high quality care and support services for all people who use our services. We welcome your feedback. If you have any comments, complaints or suggestions please request a feedback form from a member of staff.

YOU is committed to providing high quality care and support services for all people who use our services. If you have any concerns or questions, please call us on the

IMPORTANT NUMBERS AND INFORMATION:

For referral forms please see website:

[Theyoutrust.org.uk/service/basingstoke-first-point](http://theyoutrust.org.uk/service/basingstoke-first-point)

Telephone: 01256 423 805

Email: FirstPoint-Basingstoke@theyoutrust.org.uk

Address: The Orchard, White Hart Lane, Basingstoke, RG21 4AF

This brochure can be produced in a number of different formats and languages. If you would like to receive this brochure in another format, please speak to a member of staff.



Search for "Basingstoke First Point Floating Support"

The YOU Trust is registered in England no 1898188 and is a registered charity no 291489. The YOU logo is a registered trade mark.

Registered Address: South Wing, Admiral House, 43 High Street, Fareham, PO16 7BQ



www.lifeyouwant.org.uk



first point

Basingstoke



A floating support service for people in the borough of Basingstoke and Deane

Homelessness Services

What is First Point?

First Point is a homelessness prevention service providing housing-related floating support. We can meet you at a time that suits you, including out of office hours.

Areas of support include:

- Accessing and appealing welfare benefit claims.
- Assistance with budgeting and help with utility debts.
- Support in court with rent arrears issues.
- Finding more suitable accommodation.
- Helping to access a range of services in your local community including education, training, healthcare and leisure.
- Acting as an advocate on your behalf or linking in with other agencies for you (such as landlord, benefit agencies, Basingstoke & Deane Councils)

Our aim

Our aim is to work with you to help you maintain your home, develop your independence and prevent the risk of losing your home or being evicted. We'll also work with you to access education, training, work, volunteering, leisure, culture or support services.

How can I access the service?

You can contact us yourself (please see contact details on the back), seven days a week for information and guidance. This is also available through the drop in service -no appointment necessary. You may be referred by your local council, your Housing Officer, Care Manager, Social Worker or Probation Officer depending on your circumstances.

There are easy to use guides around housing and benefits on our website as well as links to other useful sources of information.

www.Theyoutrust.org.uk



Client involvement

People's views and opinions inform and underpin what we do and how we do it. Opportunities to get involved include:

- First Point Working Together group (forum where you can have your say)
- Feedback through questionnaires
- Taking part in interview panels
- Telling us openly how we work and how we can improve.

"I have been given so much information and help ... I can't thank you enough." Sue, Client

How is support delivered?

We offer one to one drop in sessions or floating support with a team member who will listen to what is important to you and what you would like support or guidance with. We work with a person's strengths and assets to empower people to find their own solutions to their issues and develop independence at a pace tailored to suit your needs. We offer support in various ways as well as face to face, through phone, email and facebook.

Drop-in Sessions

Place	Time	Days
The Orchard	10:00 to 14:00	Monday Tuesday Thursday Friday
Camrose (homeless and vulnerable adults)	11:00 to 13:00	Tuesday
YMCA	10:30 to 12:30	Fridays (fortnightly)
Joshua Tree	11:00 to 13:00	Fridays (fortnightly)