How will I get in touch with a service?

We will tell you how to get in touch. Sometimes this will be by contacting the service direct (self-referral), and sometimes by contacting someone else, for example probation or social services, who can refer you to the service.

Are the services the same as care services?

No. The website only has information on housing-related support services, for example help to cook, pay bills and budget, or accommodation with on-site support staff. Care services are run separately, by health or social services, but they should work well with housing services to help you make a success of independent living.

Visit the website

www.spdirectory.org.uk

If you don’t have the internet at home, visit a library. The website is easy to use yourself, or get a friend, relative or carer to help you.

- Search for a service yourself
- You can look anywhere in the country
- Find emergency or long term support
- Log on any time of the day or night
- It is easy to find the support you need

Further copies of this leaflet are available from: ODPM Publications, PO Box 236, Wetherby, West Yorkshire LS23 7NB
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Supporting People
Directory of Services

Do you need support to live at home?

There is now an easy way for you to find the housing related support or accommodation you need.
Q&A

What is the website for?
It is to help you search for all kinds of support that can help you live more independently. For the first time, the website brings together all housing-related support services right across England. It’s like an online one-stop shop, which means you can search for a suitable service anywhere in the country.

Is it for me?
Yes, if you need any kind of housing-related support. For example, if you:
- have been homeless or in prison
- had drug, alcohol or mental health problems
- are coming out of care
- are a teenager parent
- are at risk of domestic violence or
- have difficulty coping because you are a teenager or elderly, or because you have a disability.

There may be other reasons you need help or support with your living arrangements.

What services will I find on the website?
There are thousands of services on the site for all kinds of people. These range from housing with sleep-in staff for people with learning disabilities or other groups, to sheltered housing for elderly people, probations hosts for ex-offenders, or on-site support for teenage parents.

Some of the services are accommodation-based, and some are support services that come to you where you are living.

What if I need help in a hurry?
If you need help with your living arrangements, there’s an easy way to find the support services you need.

What will the website tell me about a service?
We will tell you its name, who runs it, where it is and details of the support it offers. We will also tell you how you can be referred to a service and the contact details you need. But we WON’T be able to tell you if they have spaces free or if they will definitely be able to help you – you will have to contact them to find out.

Sometimes we have to keep an address off the website if the service supports a group of people – such as victims of domestic violence, or people with HIV/AIDS – who could be targeted by others.