

**Wigan Council**

# The Supporting People

**Directory of Housing and Support Services in the Wigan  
Borough**

August 2006 Version 1

## Introduction

In the Wigan there are a wide range of support services available for people who have differing support needs, this can include things like mental health problems, learning disabilities, young people, teenage parents, single homeless people, homeless families, women escaping domestic violence, offenders or people at risk of offending, and people with a physical or sensory disability. This directory is a reference guide as to what services are available.

## What is Supporting People?

In April 2003, the Government introduced a new way of paying for housing related support services for vulnerable people. It is a national Programme, but is managed locally by each Council.

The Supporting People program in Wigan is managed by a partnership made up of:

- Wigan Council
- The Primary Care Trust (Health)
- The Probation Service

## What is housing related support?

Housing related support can include help with things like:

- Help with setting up and maintaining a home.
- Helping people to develop domestic/life skills.
- Helping people develop social skills.
- Helping people budget finances and claim benefits
- Helping with access to other services.
- Helping people establish social contacts/to take part in community activities.
- Help with personal safety and security.
- Help to find other accommodation.
- Helping people access employment, education and training.

## Where is support provided?

People can get support in a variety of accommodation situations including:

- Supported housing projects (Used to be called hostels).
- Refuges for women at risk of domestic violence.
- Sheltered accommodation with a warden or scheme manager.
- Whilst in their own accommodation by visits from a support worker. This is called a floating support service.
- Alarm services for elderly people.

## Who provides the support services?

In the Wigan Borough support services are provided by a number of different organisations including housing associations, private companies, voluntary organisations, Wigan and Leigh Housing and Wigan Council. The Supporting People Team at Wigan has a responsibility to make sure that these services are:

- Good Quality
- Are what service users want
- Provide value for money

## How long do you get support?

The Services are divided into long and short term services.

- **Short term services** are intended to offer support for no more than 2 years. The aim of these services is to help people become more independent in the 2 year period so that they will be able to live with without the need for support.
- **Long term services** are intended to last more than 2 years and can in some circumstances be permanent. In this circumstance the aim is to help people maintain their independence in the community as long as possible.

## How do you access to the support services?

Different services have their own referral procedures, but these broadly fall into the following categories:

- **Self referral:** Some services may allow you to apply directly to them.
- **Referral by a professional:** Some services may require that you are referred by a professional person such as a doctor, social worker, health worker, probation officer.
- **Referral by a voluntary organisation:** Some services may allow referrals from voluntary organisations.

It is important to contact the service you wish to access in order to check their admissions procedures.

This directory contains information regarding the various providers of Supporting People funded services and the services that they provide. Contact details for each provider are included where detailed information may be obtained with regard to services and referral procedure.

Services are grouped by service user category and information is given about the various services together with contact details.

# The Wigan Council Directory of Supporting People Funded Accommodation and support services

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## 1. Single Homeless with support needs and Homeless families with support needs

Provider	What type of service is provided?	Who is it for?	Where is the service located?	Contact details
<b>Arena Options Ltd</b>	Emergency temporary accommodation with support	Homeless families	Wigan	<p><b>All nominations via Wigan and Leigh Housing Homelessness Section (Housing Aid)</b></p> <p><b>Telephone: 01942 486500</b>  <b>Freephone: 0800 389 7652</b>                      Typetalk: <b>18001 01942 486500</b>                      Mobile Text: <b>07797 806546</b></p> <p><b>Email: <a href="mailto:enquiries@walh.co.uk">enquiries@walh.co.uk</a></b>  <a href="http://www.wiganhomelessnessforum.org.uk">http://www.wiganhomelessnessforum.org.uk</a></p>
<b>English Churches Housing Group</b>	Emergency Accommodation (Direct access)  Supported accommodation	Single homeless people with support needs	Leigh, Atherton	<p><b>Referral to emergency accommodation by agency</b></p> <p><b>0845 0707071</b></p> <p><b><a href="http://www.echg.org.uk">www.echg.org.uk</a></b></p>
<b>Wigan &amp; Leigh Housing</b>	Emergency accommodation with support and resettlement	Single homeless people and families of all ages	Borough wide	<p><b>All nominations via Wigan and Leigh Housing Homelessness section (Housing Aid)</b></p> <p><b>Telephone: 01942 486500</b>  <b>Freephone: 0800 389 7652</b>                      Typetalk: <b>18001 01942 486500</b>                      Mobile Text: <b>07797 806546</b>  <b>Email: <a href="mailto:enquiries@walh.co.uk">enquiries@walh.co.uk</a></b></p> <p><b><a href="http://www.walh.co.uk">http://www.walh.co.uk</a></b>  <b><a href="http://www.wiganhomelessnessforum.org.uk">http://www.wiganhomelessnessforum.org.uk</a></b></p>

## 2. People with learning disabilities and people with a physical or sensory disability

Provider	What type of service is provided?	Who is it for?	Where is the service located?	Contact details
<b>IAS Services LTD</b>	Supported accommodation	People with learning disabilities	Throughout the borough	<b>0161 789 5197</b>
<b>Leonard Cheshire</b>	Supported Accommodation	People with a physical or sensory disability	Wigan	<b>0161 728 3434</b>  <a href="http://www.leonardcheshire.org.uk">http://www.leonardcheshire.org.uk</a>
<b>Northern Lifecare (UBU)</b>	Supported Accommodation	People with learning disabilities	Borough wide	<b>NLC Regional Office</b>  Tele <b>017752 200696</b> <a href="http://www.nlccs.co.uk">http://www.nlccs.co.uk</a> <a href="mailto:enquiries@nlccs.co.uk">mailto:enquiries@nlccs.co.uk</a>
<b>Paragon</b>	Supported accommodation	People with learning disabilities	Wigan	<b>01257 485555</b>  <a href="http://www.paragonukltd.co.uk">http://www.paragonukltd.co.uk</a>
<b>United response</b>	Supported accommodation  Adult Placements	People with learning disabilities	Leigh/Borough wide	<b>01942 263500</b>  <a href="http://www.unitedresponse.org.uk">http://www.unitedresponse.org.uk</a>
<b>Wigan Council</b>	Supported Accommodation	People with learning disabilities	Borough wide	Tele <b>01942 828777</b>  <a href="http://www.wiganmbc.gov.uk">http://www.wiganmbc.gov.uk</a>

### 3. Women at risk of and fleeing domestic violence

Provider	What type of service is provided?	Who is it for?	Where is the service located?	Contact details
<b>DIAS (Drop in and Share)</b>	<p>Drop In and appointment based support, advice and counselling services*.</p> <p>* counselling service is not funded by Supporting People</p>	<p>Women and men at risk of domestic violence or fleeing domestic violence.</p> <p>Also, counselling service for children and families affected by domestic violence</p>	<p>38 Rodney House. King Street. Wigan WH1 1BT</p>	<p><b>01942 495230</b></p> <p>Email: <a href="mailto:diasdvc@aol.com">diasdvc@aol.com</a></p>
<b>WAVE (Women Against Violence)</b>	<p>Supported accommodation</p> <p>Resource Centre* (self awareness and confidence building)</p> <p>Outreach Support, Drop In Centre and Education Centre* (help in your own home, counselling &amp; support and help with work skills)</p> <p>* these services are not funded by Supporting People</p>	<p>Women at risk of domestic violence</p> <p>Women at risk of domestic violence</p> <p>Men &amp; Women at risk of domestic violence</p>	<p>This information is confidential</p> <p>Family Resource Centre 101 Railway Road, Leigh</p> <p>Family Resource Centre 101 Railway Road, Leigh</p>	<p><b>01942 262270</b> <b>(24 hour line)</b></p> <p><b>01942 262290</b> <b>(Monday to Friday 9.00 – 3.00)</b></p> <p><b>01942 262290</b> <b>(Monday to Friday 9.00 – 3.00)</b></p>
<b>Wigan Women's Aid</b>	Supported accommodation	Women at risk of domestic violence	This information is confidential	<b>01942 496094</b>

## 4. People with mental health problems

Provider	What type of service is provided?	Who is it for?	Where is the service located?	Contact details
<b>Adactus Housing Group</b>	Extra care accommodation scheme	Older people with mental health needs	Wigan	<b>01942 608715</b> <a href="http://www.adactushousing.co.uk">http://www.adactushousing.co.uk</a>
<b>Making Space</b>	Supported accommodation Floating support service	People with enduring mental health problems	Wigan	<b>01925 571680</b> <a href="http://www.makingspace.co.uk">http://www.makingspace.co.uk</a>
<b>Next Stage</b>	Floating support service	People with enduring mental health problems	Borough wide	<b>01942 818569</b>
<b>Richmond Fellowship</b>	Supported accommodation Floating Support	People with enduring mental health problems	Leigh	<b>01942 260547</b> <a href="http://www.richmondfellowship.org.uk">http://www.richmondfellowship.org.uk</a>
<b>Wigan &amp; Leigh housing</b>	Wigan link floating support service	People with low level support needs	Borough wide	<b>Telephone: 01942 486500</b> <b>Freephone: 0800 389 7652</b> Typetalk: <b>18001 01942 486500</b> Mobile Text: <b>07797 806546</b> <b>Email: <a href="mailto:enquiries@walh.co.uk">enquiries@walh.co.uk</a></b> <a href="http://www.walh.co.uk">http://www.walh.co.uk</a>
<b>Wigan Council</b>	Supported accommodation Floating support service	People with enduring mental health problems	Borough wide	<b>Central Duty Team</b> <b>Tele</b> <b>01942 828777</b> <a href="http://www.wiganmbc.gov.uk">www.wiganmbc.gov.uk</a>

## 5. Young peoples services / Teenage Parents

Provider	What type of service is provided?	Who is it for?	Where is the service located?	Contact details
<b>Adactus Housing Group</b>	Young persons supported accommodation projects	Young people at risk in the community 16-25	Borough wide	<b>01942 608715</b> <a href="http://www.adactushousing.co.uk">http://www.adactushousing.co.uk</a>
<b>Arena Options Ltd</b>	Supported accommodation services in Foyer setting	Young people at risk 16-25	Wigan	<b>01744 670221</b> <a href="http://www.arena-housing.com">http://www.arena-housing.com</a>
<b>English Churches Housing Group</b>	Supported accommodation Floating support services	16 years plus	Accommodation services based in Leigh.  Floating Support Borough wide.	<b>0845 0707071</b> <a href="http://www.echg.org.uk">www.echg.org.uk</a>
<b>Rainer</b>	Floating support service	16 to 25 years	Borough wide	<b>01959 578 200</b> <a href="http://www.raineronline.org">www.raineronline.org</a>

## 6. Older people with support needs

Provider	What type of service is provided?	Who is it for?	Where is the service located?	Contact details
<b>Abbeyfield Society Leigh</b>	Extra Care accommodation scheme	Frail and elderly people	Leigh	<b>01942 607833</b> <a href="http://www.abbeyfield.com">http://www.abbeyfield.com</a>
<b>Adactus Housing Group</b>	Sheltered accommodation  Extra care accommodation scheme	Older people with support needs  Frail and elderly people	Borough wide  Wigan	<b>01942 608715</b> <a href="http://www.adactushousing.co.uk">http://www.adactushousing.co.uk</a>
<b>Age Concern</b>	Floating support Service	Older people with support needs	Borough wide service	<b>01942 607337</b> <a href="http://www.ageconcern.org.uk">http://www.ageconcern.org.uk</a>
<b>Anchor Housing Association</b>	Sheltered accommodation	Older people with support needs	Various location in the borough	<b>0191 270 6000</b> <a href="http://www.anchor.org.uk">http://www.anchor.org.uk</a>
<b>Arena Options Ltd</b>	Sheltered accommodation  Arena Options Ltd Care and repair (Wigan)	Older people with support Needs  Older or disabled people who wish to improve or adapt their homes	Wigan area  Borough Wide	<b>01744 670221</b> <a href="http://www.arena-housing.com">http://www.arena-housing.com</a>  <b>0845 142 2064</b>
<b>English Churches Housing Group</b>	Sheltered accommodation	Older people with support needs	Leigh and Ince	<b>0845 0707071</b> <a href="http://www.echg.org.uk">www.echg.org.uk</a>
<b>Hanover Housing Association</b>	Extra care accommodation scheme	Frail and elderly people	Lowton	<b>01274 599686</b> <a href="http://www.hanover.org.uk">www.hanover.org.uk</a>

<b>Housing 21</b>	Sheltered accommodation	Older people with support needs	Wigan and Hindley	<b>01274 744190</b> <a href="http://www.housing21.co.uk">http://www.housing21.co.uk</a>
<b>Manchester and District Housing Association (Harvest Housing)</b>	Sheltered accommodation	Older people with support needs	Goldbourne	<b>0845 345 0272</b> <a href="http://www.harvesthousing.org.uk">http://www.harvesthousing.org.uk</a>
<b>Wigan and Leigh Housing</b>	Sheltered accommodation	Older people with support needs	Borough wide	<b>Telephone: 01942 486500</b> <b>Freephone: 0800 389 7652</b> <b>Typetalk: 18001 01942 486500</b> <b>Mobile Text: 07797 806546</b> <b>Email: <a href="mailto:enquiries@walh.co.uk">enquiries@walh.co.uk</a></b> <a href="http://www.walh.co.uk">http://www.walh.co.uk</a>

## 7. Offenders / people at risk of offending

Provider	What type of service is provided?	Who is it for?	Where is the service located?	Contact details
English Churches Housing Group	Supported Accommodation	Offenders or people at risk of re-offending	Leigh	0845 0707071 <a href="http://www.echg.org.uk">www.echg.org.uk</a>
	Floating support service	Offenders or people at risk of re-offending	Borough wide	

## 8. Useful contact information

<ul style="list-style-type: none"><li>• Age Concern Wigan</li></ul>	<ul style="list-style-type: none"><li>• 01942 607337</li></ul>
<ul style="list-style-type: none"><li>• Wigan and Leigh Housing</li></ul>	<ul style="list-style-type: none"><li>• Telephone: 01942 486500</li><li>• Freephone: 0800 389 7652</li><li>• Typetalk: 18001 01942 486500</li><li>• Mobile Text: 07797 806546</li></ul> <p>Email: <a href="mailto:enquiries@walh.co.uk">enquiries@walh.co.uk</a></p>
<ul style="list-style-type: none"><li>• Housing Aid (Emergency Homelessness) 8.45 to 5pm Week days</li></ul>	<ul style="list-style-type: none"><li>• Wigan 01942 827348</li><li>• Leigh 01942 767363</li></ul>
<ul style="list-style-type: none"><li>• Wigan and Leigh Substance Misuse Service (Drugs and Alcohol)</li></ul>	<ul style="list-style-type: none"><li>• Wigan 01942 829507</li><li>• Leigh 01942 608618</li></ul>
<ul style="list-style-type: none"><li>• CAB</li></ul>	<ul style="list-style-type: none"><li>• 01942 708708 (Telephone Advice Line)</li></ul> <p><a href="http://www.citizensadvice.org.uk">http://www.citizensadvice.org.uk</a></p>

<ul style="list-style-type: none"><li>• Police</li></ul>	<ul style="list-style-type: none"><li>• 0161 872 5050</li></ul>
<ul style="list-style-type: none"><li>• Social Services Central Duty Team <u>5pm – 8pm Week days and 8.45am – 1pm Saturday (Emergencies Only)</u></li></ul>	<ul style="list-style-type: none"><li>• 01942 828777</li></ul>
<ul style="list-style-type: none"><li>• Social Services Emergency Duty Team <u>All other times (Emergencies Only)</u></li></ul>	<ul style="list-style-type: none"><li>• 0161 834 2436</li></ul>
<ul style="list-style-type: none"><li>• Wigan homelessness forum</li></ul>	<ul style="list-style-type: none"><li>• Tel. 01942 827702</li><li>• <a href="http://www.wiganhomelessnessforum.org.uk">http://www.wiganhomelessnessforum.org.uk</a></li></ul>
<ul style="list-style-type: none"><li>• Gamblers Anonymous (24hrs)</li></ul>	<ul style="list-style-type: none"><li>• 0161 976 5000</li></ul>
<ul style="list-style-type: none"><li>• Alcoholics Anonymous</li></ul>	<ul style="list-style-type: none"><li>• 0161 236 6569</li><li>• <a href="http://www.alcoholics-anonymous.org.uk">http://www.alcoholics-anonymous.org.uk</a></li></ul>

<ul style="list-style-type: none"><li>• <b>Lesbian and Gay Foundation</b></li></ul>	<ul style="list-style-type: none"><li>• <b>0161 235 8000</b></li></ul>
<ul style="list-style-type: none"><li>• <b>National Drugs Helpline</b></li></ul>	<ul style="list-style-type: none"><li>• <b>0800 77660</b></li></ul>
<ul style="list-style-type: none"><li>• <b>NHS Direct</b></li></ul>	<ul style="list-style-type: none"><li>• <b>0845 4647</b></li><li>• <a href="http://www.nhsdirect.co.uk">http://www.nhsdirect.co.uk</a></li></ul>
<ul style="list-style-type: none"><li>• <b>Refugee Action</b></li></ul>	<ul style="list-style-type: none"><li>• <b>0161 236 4285</b></li></ul>
<ul style="list-style-type: none"><li>• <b>Sexual Health Helpline</b></li></ul>	<ul style="list-style-type: none"><li>• <b>0800 567123</b></li></ul>
<ul style="list-style-type: none"><li>• <b>Lifeline</b></li></ul>	<ul style="list-style-type: none"><li>• <b>0161 839 2054</b></li></ul>
<ul style="list-style-type: none"><li>• <b>Housing Benefit</b></li></ul>	<ul style="list-style-type: none"><li>• <b>019942 828645</b></li></ul>

- **National Offender Management Service (Probation Service)**

- **01942 876889**

- **Youth Offending Team**

- **01942 776886**

- **TV licensing (State Benefits)**

- **08457 289 289**

- **Property Shop (Wigan and Leigh Housing)**

**Property Hotline: 01942 404091 / 404128**

**Email us at: [propertyshop@walh.co.uk](mailto:propertyshop@walh.co.uk)**

**OPENING TIMES**

**Mon-Fri: 9:00am-5:30pm Sat: 10:00am-4:00pm Sun: 12:00pm-4:00pm**

## 9. Contact us

### Wigan Supporting People Team contact details

If you have any questions regarding information in this directory or want further information regarding Supporting People we can be contacted at:

**Email:** [supportingpeople@wigan.gov.uk](mailto:supportingpeople@wigan.gov.uk)

**Telephone:** 01942 777053

**Fax:** 01942 777062

**Address:** Supporting People Team  
1 Library Street  
Wigan  
WN1 1NN

**Office hours: 9am to 5pm Monday to Friday**