

FAMILY INTERVENTION

Our Family Intervention Service (FIS), is a well-established team, with a proven track record of great results in supporting families. We offer a dedicated keyworker to support your whole family, and work in an intense and practical way to help address you and your children's emotional wellbeing. If you are being affected by criminal and anti-social behaviours, substance misuse, mental health, or domestic violence, we can offer the support you need to promote a happy, healthy home environment for you all.

Our team are trained to deliver many interventions from parenting support, cognitive behavioural therapies, mindfulness, freedom programme and healthy relationship work.

We can provide target hardening to help keep you safe if experiencing domestic abuse.

Our criteria enables us to provide you with opportunities for training and employment, budgeting advice, as well as helping increase positive outcomes for children. We will do this by supporting you and your family to increase school attendance and achieve academic success.



Contact us:

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www.berneslaihomes.co.uk

Intensive Tenancy & Family Support Hub

How can we help?

Tenants First is a specialist tenancy and family support hub for Berneslai Homes tenants.

We have five teams that sit within Tenants First which are, Family Intervention, Tenancy Support, Housing Coaches, Employment/ Training Support, and Mental Health Housing related support for adults and families.

Within our service we aim to support tenants with a wide range of tenancy issues, as well as offering family support to tenants who have multiple support needs at a complex level. Our support is targeted to individual needs, and we draw on specialisms from our multi-skilled team to deliver a solution focussed and practical approach at the time they need it. Our focus is to empower our tenants and help them develop new skills, making positive changes to their lifestyle, health and wellbeing, and enjoy where they live. If you feel you need support from our service you can self-refer, or any professionals working with you can refer on your behalf.



HOUSING COACHES

Our journey starts with our housing coaches who support tenants on our waiting list for rehousing. Our housing assessment team identifies applicants who may need that extra support to set up and maintain a tenancy with us. Our support is very hands on, practical, advising and guiding to ensure that the applicant is all set up to care for their home, report repairs, pay bills and utilities, and be part of the community where they live.

TENANT SUPPORT

Our officers are on hand to provide specialist money management advice and support tenants who have difficulties with their bills, finances and debt. We can help with things like paying your rent, budgeting and maximising your income.

MENTAL HEALTH SUPPORT

Our mental health housing support workers support tenants with low level mental health needs, where their mental health is having an impact on how they manage their tenancy. Personalised packages of support are provided by our caring and empathetic team to ensure you have all the support services in place to become confident, independent and *are able to live life in your home to your maximum potential.*

EMPLOYMENT SUPPORT

Achieve Programme is our new service, offering our tenants assistance towards employment and training. We help with confidence building and training, job searching, CV writing and interview skills, as well as many other associated methods of support. We can help you break down barriers and support with childcare while you access our support.



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