

Finding support and guidance



Commissioned by the Housing Corporation, this hyperlinked PDF brings together a range of sources of support and guidance identified as useful by organisations providing housing.

HOW TO USE THIS LEAFLET: point your cursor near the underlined links to the websites until it changes to a pointing finger. Click to be taken straight to the webpage.

Regulation

The Housing Corporation:

<http://www.housingcorp.gov.uk/>

telephone: 0845 230 7000

The government agency that regulates and helps to fund Registered Social Landlords in England.

To find other associations working in your local authority area of operation, see

<http://www.housingcorp.gov.uk/server/show/ConWebDoc.1134> and click on 'List of housing associations'.

Enquiries and Complaints (Leeds):

enquiries@housingcorp.gsx.gov.uk

telephone: 0845 230 7000

You may also email the RASA unit direct for enquiries relating to small associations:

nationalrasaunit@housingcorp.gsx.gov.uk

Quick guide to the HC's website:

Residents' rights and responsibilities:

<http://www.housingcorp.gov.uk/server/show/nav.2190>

Subscribe to free email news:

<http://www.housingcorp.gov.uk/server/show/ConWebDoc.8343>

Rules for housing associations receiving social housing grant (Capital Funding Guide):

<http://cfg.housingcorp.gov.uk/server.php?show=nav.2868&PHPSESSID=53570e576a21853606065b7637ed3ad3>

The Charity Commission:

<http://www.charity-commission.gov.uk/>

telephone: 0845 3000 218

Regulates the administration and affairs of UK registered charities. Useful source of information on equalities, performance, mergers, law, etc. Free newsletter available. (See also the website

<http://www.guidestar.org.uk/>

for a wide range of information on all charities and voluntary organisations in England and Wales;

telephone: 020 7831 0660.)

The Commission for Social Care Inspection:

<http://www.csci.gov.uk/>; telephone: 0191 233 3323

Regulates and inspects all social care services. Website has a directory of care homes; inspection reports of care providers; advice and a checklist on finding and using care.

The Financial Services Authority:

<http://www.fsa.gov.uk>

telephone: 020 7066 1000

Regulates the financial services industry (including industrial and provident societies).

Companies House:

Crown Way, Maindy, Cardiff CF14 3UZ

telephone: 0870 33 33 636

<http://www.companieshouse.gov.uk/index.shtml>

For filing or finding information on companies.

Ageing and social care

Elderly Accommodation Counsel:

<http://www.housingcare.org>

telephone: 020 7820 1343

Website holds a database of the vast majority of sheltered and extra care housing in England and an extensive on-line library. Can search for individual schemes by postcode; telephone for access to specialist housing advisers and a gateway to First Stop, a new advice service for older people.

Care Services Improvement Partnership:

<http://www.csip.org.uk/>

telephone: 0113 2545127

Information on social care, ageing, disability.

Downloadable fact sheets and reports and a directory of service improvement. Good place for picking up

recent government announcements on social care. See also CSIP knowledge network (<http://kc.csip.org.uk/feedback.php>) where you can ask questions and pick up regional information. For the location of CSIP networks, see <http://icn.csip.org.uk/index.cfm?pid=5>,



where you can get more information on: care, housing, telecare and commissioning; access videos and podcasts; solicit advice and join in discussion threads. You can also subscribe to free newsletters.

CareAware UK:

http://www.careaware.co.uk/advice_and_assistance.htm

telephone: 08705 134925

A non-profit-making public information, advisory and advocacy service specialising in care funding advice for older people. Straightforward and not too detailed information on issues involved in older people's care, including signposting to other websites.

Foundations:

<http://www.foundations.uk.com>

telephone: 01457 891909

The organisation that supports home improvement agencies. Helpful and straightforward guidance on issues like Supporting People, fuel poverty and ageing. Can also subscribe to a free, monthly email bulletin.

SITRA:

<http://sitra.org.uk/>

telephone: 020 7793 4710

An umbrella organisation interested in raising standards in housing care and support.

SITRA runs numerous training courses and the directory for these can be found at:

http://www.sitra.org.uk/fileadmin/sitra_user/2008/sitra_training.pdf

There is a helpline for housing, care and support enquiries; see sitrahelpline@sitra.org.

Information for local government:

<http://www.info4local.gov.uk/>

One stop information gateway to central and local government services, with the latest news from all departments and even Housing Corporation circulars. See also <http://www.direct.gov.uk/en/index.htm>, a site with information about public services.

Help the Aged:

<http://www.helptheaged.org.uk/en-gb>

telephone: 020 7278 1114

Pensions advice, benefits, financial entitlements for older people, carers, home safety, health advice.

Other useful websites:

For something directed at older people, see <http://www.caredirections.co.uk/index.htm>, and for the source of all knowledge on Supporting People see <http://www.spkweb.org.uk/>

Age Concern:

<http://www.ageconcern.org.uk/>

Free helpline: 0800 009966

A charity working with and for people over the age of 50.

Policy

Commission for Rural Communities:

<http://www.ruralcommunities.gov.uk/>

telephone: 01242 521 381

For everything rural.

Communities and Local Government:

<http://www.communities.gov.uk/corporate/>

telephone: 020 7944 4400

Government department covering housing, planning and communities. Comprehensive library of government circulars and guidance notes in these areas.

Department of Health:

<http://www.dh.gov.uk/en/index.htm>

telephone: 020 7210 4850

Up-to-date information on health and social care.

Department for Environment, Food and Rural Affairs:

<http://www.defra.gov.uk/>

telephone: 08459 33 55 77

Useful for information on flooding, climate change and recycling.

Department for Business, Enterprise & Regulatory Reform:

<http://www.berr.gov.uk/>

telephone: 020 7215 5000

Useful information on pay, employment, redundancy and resolving disputes.

Office of the Third Sector:

http://www.cabinetoffice.gov.uk/third_sector

telephone: 020 7276 6400

Part of the Cabinet Office; supports the environment for a thriving third sector (voluntary and community groups, social enterprises, charities, co-operatives and mutuals).



Equalities

Equality and Human Rights Commission:

<http://www.equalityhumanrights.com>

telephone: 0845 604 6610

Enforces equality legislation on age, disability, gender, race, religion or belief, sexual orientation or transgender status. Website has useful section which looks at rights issues from the employer's perspective. Publications are available in a range of accessible formats. For duties of employers, see:

<http://www.equalityhumanrights.com/en/forbusiness/esandorganisation/employers/Pages/default.aspx>

United Kingdom Institute for Inclusive Design:

<http://www.ukiid.org/index.html>

Interesting advice on design for disabled people.

Mencap:

<http://www.mencap.org.uk/>

telephone: 020 7454 0454

UK charity providing advice to people with a learning disability and their families.

Mind (National Association for Mental Health):

<http://www.mind.org.uk/>

telephone: 020 8519 2122

Information and support on mental health issues.

The Royal National Institute of Blind People:

<http://www.rnib.org.uk>

telephone: 020 7388 1266

Advice on visual impairment issues. See also the Thomas Pocklington Trust (<http://www.pocklington-trust.org.uk/>; telephone 020 8995 0880), a charity providing housing, care and support for people with sight loss in the UK, for research on issues for housing managers and interesting material on lighting.

The Royal National Institute for Deaf People:

<http://www.rnid.org.uk/>

telephone: 020 7296 8000

Advice for deaf people, including training and advice for employers.

European Design for All e-Accessibility Network:

<http://www.edean.org/index.php>

The 'design for all' website. Guidance on how to make built environments accessible for everyone.

Advice

Advice UK:

<http://www.adviceuk.org.uk/>

telephone: 020 7407 4070

An independent network of advice providers working in a wide range of fields.

Rights and welfare benefits advice:

<http://www.rightsnet.org.uk/>

Umbrella bodies (connected with housing)

The National Housing Federation (NHF):

<http://www.housing.org.uk>

telephone: 020 7067 1010

A federated body for independent, not-for-profit housing associations in England. Has forums for small HAs.

Chartered Institute of Housing (CIH):

<http://www.cih.org/>

telephone: 024 7685 1700

The professional organisation for people who work in housing. Website contains a policy database and CIH's response to recent consultation papers from government. News pieces on current housing issues.

Abbeyfield Society:

<http://www.abbeyfield.com>

telephone: 01727 857536

A federation of member societies providing supported sheltered housing and care homes for older people.

Almshouse Association:

<http://www.almshouses.org>

telephone: 01344 452922

Provides advice and guidance to the Trustees of Almshouse charities.

Confederation of Co-operative Housing (CCH):

<http://www.cch.coop>

telephone: 0121 449 9588

Umbrella organisation open to all housing co-operatives, tenant-controlled housing organisations and regional federations of housing co-ops.

Federation of Black Housing Organisations:

<http://www.fbho.org.uk/site2/>

telephone: 020 8533 7053

A membership body of black and minority ethnic housing associations.



NFTMO (National Federation of Tenant Management Organisations):

<http://www.nftmo.com>

telephone: 01704 227053

Represents tenant management co-ops, estate management boards and other forms of tenant management organisations in England.

TAROE (Tenants and Residents Associations of England):

<http://www.taroe.org>

telephone: 01928 790000

National umbrella organisation for Tenants and Residents Associations within England.

TPAS (Tenant Participation Advisory Service):

<http://www.tpas.org.uk/>

A not-for-profit membership organisation working to promote tenant involvement.

ACEVO (Association of Chief Executives of Voluntary Organisations):

<http://www.acevo.org.uk/>

telephone: 0845 345 8481

A membership organisation to connect and develop third sector leaders.

National organisations

National YMCA:

<http://www.ymca.org.uk/>; enquiries@ymca.org.uk

A Christian charity committed to supporting young people; largest voluntary provider of supported housing for young people in England.

National Council of Voluntary Organisations:

<http://www.ncvo-vol.org.uk>

telephone: 0800 2 798 798

Lobbying organisation for the voluntary and community sector, and also has a free telephone hotline. Publishes a directory of voluntary agencies and approved consultants.

Employers and small businesses

The Health and Safety Executive has useful information on health and safety issues:

<http://www.hse.gov.uk>

HSE Infoline: 0845 345 0055

For links on disability information and financial help, see

<http://www.hse.gov.uk/disability/employerlinks.htm>

Business Link provides a compendium of practical advice for small businesses, including taxes, payroll, health, safety, premises and IT:

<http://www.businesslink.gov.uk>

telephone: 0845 600 9006

ACAS:

<http://www.acas.org.uk/>

telephone helpline: 08457 474747

An organisation devoted to preventing and resolving employment disputes. Has a wide range of advice on employment matters.

Getting involved

For volunteering as a Board member, or recruiting one, through the NHF 'Get on Board' scheme,

<http://www.housing.org.uk/default.aspx?TabID=390>

For volunteering as a charity trustee, or recruiting trustees, see

[http://www.ncvo-](http://www.ncvo-vol.org.uk/List%20of%20Networks/index.asp?id=1121)

[vol.org.uk/List%20of%20Networks/index.asp?id=1121](http://www.ncvo-vol.org.uk/List%20of%20Networks/index.asp?id=1121)

and <http://www.getonboard.org.uk/>

For information about volunteering in general, see

<http://www.volunteering.org.uk/>



For a published copy of this leaflet, please email nationalrasaunit@housingcorp.gsx.gov.uk.

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