

HISS helps people access the right housing, health, learning and work opportunities. The service is available to anyone who fulfils the criteria of the service irrespective of culture, race, religion, lack of religion, ethnic or national origin, gender, sexual identity, disability, or other characteristic.

Housing Information, Sign-Posting & Support Contact

Harwell centre
28-42 Harwell Court
Western Approach
Plymouth
Devon
PL1 1PY

hiss@plymouthpath.org
hiss.service@path.cjsm.net

Telephone number:
01752 293716

BCHA—Mission and Values

The ethical values we consider important are:

Personal integrity

Honesty, openness, reliability, accountability and confidentiality.

The importance of every individual

Respect, caring for people, treating people as we would want to be treated.

Outstanding service to people

To honour and empower the people we serve.

The importance of working together

Being supportive and working as a team. Recognising we achieve more when working in harmony within the organisation and with partners than we can achieve by working on our own.

Professional competence

Getting the basics right. To be highly regarded in our field.

Complaints / Appealing Decisions

BCHA has a comprehensive compliments and complaints procedure that is available to all service users, potential service users, and external agencies. More information about how to make a complaint or compliment can be found in the Your Views Count leaflet which is available from the service.



HOUSING
INFORMATION
SIGN-POSTING
SUPPORT

In partnership with



Help with housing, learning and living.
Call: 01202 410 500 Fax: 01202 410 600
Email: enquiries@bcha.org.uk
find a way forward. bcha.org.uk



find a way forward.

What Is the Housing Information, Sign-Posting & Support (H.I.S.S) service ?

Housing Information, Sign-Posting & Support has been established by BCHA in partnership with PATH and Broadreach.

This service has replaced:

- Plymouth Accommodation Gateway (PAG)
- Persistent Prolific Offenders (PPO) Housing Support
- Mental Health Accommodation Support Service (MHASS)
- Single Homelessness Tenancy Support
- Offender Tenancy Support
- Alcohol Related Community Services (ARCS)
- Drug and Alcohol Housing Support

Eligibility Criteria

To be eligible, individuals must:

- Be aged 16 and over.
- Be a Plymouth resident.
- Be at risk of homelessness, or homeless
- Be setting up a tenancy after living an unsettled way of life.
- Have additional support needs.
- Be willing to work with our advocacy and support workers, and relevant agencies.

At HISS we understand the difficulties a person may experience when moving into their own Home.

That's where we can help

Our floating support workers work with people who are homeless/at risk of homelessness and/or find it difficult to maintain a tenancy.

We can offer support for a period of up to six months to those who maybe experiencing:

- Mental & Physical health issues
- Substance misuse issues
- Learning difficulties
- Offending Behaviour

We help people to understand their rights and responsibilities of being a good tenant and are able to assist with promoting and maintaining links within the local community.

We support with the application and maximisation of benefits.

We liaise with other agencies on client's behalf, and complete any necessary referrals.

Our support is delivered on an individual basis .

Continued Support

We can also offer continued support should it be required via the HISS drop-In.

Drop-in
based at the Harwell Centre

**Mondays
&
Wednesday**

9.30- 12.30



find a way forward.

bcha.org.uk help with housing, learning and living