



If you need this information in large print, Braille, other language or on audio cassette please contact: 01785 619 000



## Stafford Borough Council

# SUPPORT THROUGH COUNSELLING

### Customer Contact Centre

☞ 01785 619 000

### Housing Options Team

Stafford Borough Council  
Civic Centre, Riverside  
Stafford ST16 3AQ

☞ Email  
[housingadvice@staffordbc.gov.uk](mailto:housingadvice@staffordbc.gov.uk)

☞ Website  
[www.staffordbc.gov.uk](http://www.staffordbc.gov.uk)





## ➤ Introduction

The 'Support through Counselling' service is aimed at helping those who are homeless, or threatened with homelessness because of a breakdown in their relationship with their family. This leaflet aims to clarify what the service is and is not, who can benefit, and what can be expected from the service.

## ➤ What is support through counselling?

This is a free service provided by counsellors from Relate, the recognised experts in relationship counselling. Participation is voluntary. When a housing need has been identified, this may be an opportunity for you to talk in confidence to a counsellor about your situation. The counsellor will be completely non-judgemental, they will not tell you what to do or take sides. They will not divulge any information about you to anyone else. \*

## ➤ Complaints

The service is discreet and confidential, however, if you are concerned about the way your application has been handled, or wish to complain on any subject, please contact the organisation directly that has been handling your application.

Every Housing Association partner of Stafford Borough Council has adopted a complaints policy. If you are not satisfied with the response you are receiving from the person who is handling your complaint, please telephone the relevant organisation and request a copy of their complaints policy which will explain what action to take.

## ➤ Data protection

The Data Protection Act is there to protect you. The individual members of Housing Associations and the Borough Council are not allowed to share your personal information without your consent. However, there may be times when you would like information to be available to other people, for example, a relative enquiring on your behalf, or to enable the Council to nominate you for a tenancy with a Housing Association in this area.

## ➤ \* Confidentiality and safety

Relate offers private and confidential help to our clients. We will not normally give your name or any information from, or about you, to anyone outside the organisation, unless we have a reason to believe that someone, especially a child, is at risk of serious harm.

Violence and abuse are issues for many people who seek help with their relationship. We know from our experience that in these circumstances, working with both parties together may not be safe. If this is the case, we would help each party to get individual specialist support from Relate or another agency.

## ➤ Contact the Housing Options Team

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