



(Community Housing and Re-enablement Team)

Mental Health and Housing

Helping people with mental health problems to find suitable accommodation

Based in the offices of: -

**Crosby Housing Association
10 Church Road
Waterloo
Liverpool L22 5NB**

Tel: - 0151 928 2777

Fax: - 0151 928 9403

E mail: - ChartTeam@crosby-ha.org.uk

This leaflet can be made available in a range of languages and formats upon request to the
CHART team

Introduction

CHART began in 2001 and is based in the offices of Crosby Housing Association, Waterloo, Merseyside. Each team member has experience in either mental health nursing, resettlement, social work, housing and / or homelessness.

CHART works with people who have either experienced or are experiencing a severe and enduring mental illness, helping to focus on their accommodation and support needs. The team puts each person at the heart of its services, allowing them more choice and control over their lives and decisions.

Following a period in hospital, in most cases it is possible to return home, however there will be times that for some people this is not possible. It may be that more supportive housing is needed or perhaps more support in their current home.

CHART also works with people who are living independently in the community yet have an accommodation issue which is impacting negatively on their mental health.

Who Are We?

Neil Doolin	Manager
Karen Kay	Housing Co-ordinator
Colm Quinn	Homelessness Officer
Emma Hooton	Tenancy Support Worker

Who do we work with?

Sefton residents who are in contact with adult mental health services.

What Do We Do?

We help to assess the accommodation and support needs of people, and assist them in finding suitable accommodation.

We work closely with a number of services, including various mental health teams and housing providers.

We help to resolve tenancy issues and provide short term practical support after moving.

Confidentiality and Information Sharing

CHART works in partnership with Mersey Care NHS Foundation Trust to meet the housing needs of its service users. All CHART workers have been provided viewing and inputting rights onto Mersey Care NHS electronic patient records.

All information is treated in the strictest confidence and is protected under the Data Protection Act 2018.

We process data in accordance with our Privacy Statements which are available from the internet links below:

www.crosbyhousing.org.uk/privacy
www.merseycare.nhs.uk/about-us/privacy-notice/

Compliments, complaints and suggestions

CHART are committed to providing a high quality service.

If you are happy with our service, or you wish to make a suggestion, please let us know by phone, in person, by letter or e mail.

If you wish to make a formal complaint, you can do so by putting the details in writing for the attention of the CHART manager.

We aim to deal with all complaints in a timely and equitable manner to achieve a successful outcome that has been agreed by all parties.

How Can You Contact Us?

If you would like more information about CHART, please contact the team on:

Tel: - 0151 928 2777

Fax: - 0151 928 9403

E-mail: - ChartTeam@crosby-ha.org.uk

CHART is supported and guided by a Steering Group that comprises of Sefton MBC Health and Social Care and Housing Departments, Mersey Care NHS Foundation Trust and Crosby Housing Association.