



niacro



APAC
Assisting People and Communities

our home

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STEM

Supporting tenancies for people from ethnic minority backgrounds.

Information for referrers

supporting  **people**

Housing
Executive

What is STEM?

- STEM is a Floating Support service, providing support and assistance to people whose tenancy may be at risk due to harassment or intimidation because of their ethnicity.
- It is one of NIACRO's APAC services, which aims to help people deal with the difficulties they are experiencing in the community and supports people to maintain their tenancies.
- STEM works to improve the social inclusion of people from ethnic minority backgrounds, removing barriers to integration and encouraging participation in society.
- It promotes positive community responses to dealing with incidents of intimidation and works alongside other organisations seeking to promote community integration.



Who is it for?

STEM is available for people from ethnic minority backgrounds who have a tenancy, or who have been offered a tenancy, in the Greater Belfast area and who are at risk of harassment or intimidation due to their ethnicity. We work with people who have, or are taking up, a tenancy with the Housing Executive, a housing association, or a private landlord.

What does STEM offer?

- An assessment of an individual's situation;
- a Support Plan agreed between STEM and the person referred, which considers what needs to be done, by whom, and what other agencies or people need to be involved;
- support and advice, including befriending, establishing links with the community, helping to identify local support groups and facilitating introductions;
- practical assistance, such as completing application forms, help making appointments and accompanying people to interviews;
- specialist advice, including claiming social security benefits, and accessing education, training and employment;
- connections with other relevant services in the community, such as registering with a GP;
- referrals to key organisations which offer support to people from ethnic minority backgrounds;
- mediation and support to deal with any actual or possible incidents of intimidation or disputes with neighbours; and
- trained volunteers who can provide further appropriate support.



How can I make a referral?

- If you would like to refer someone to STEM, please contact us on apac@niacro.co.uk or call 028 9032 0157.
- After discussing the case with you, we will liaise with the Northern Ireland Housing Executive about the case.
- We will send you a referral form for completion. It will require the person's signature to give consent for their details to be passed to NIACRO. This information may also include details of any incidents of intimidation which have occurred. Please note if an interpreter would be required.
- STEM will then contact the person being referred, arrange a face-to-face meeting and advise you that work with us has commenced.



For more information and advice, or to make a referral,
please contact:

**STEM
NIACRO**
Amelia House
4 Amelia Street
Belfast
BT2 7GS

Tel: **028 9032 0157**
Email: **apac@niacro.co.uk**
Website: **www.niacro.co.uk**