ENDEAVOUR
HOUSING ASSOCIATION

Redcar Temporary Supported Housing Service Description

Introduction

- Our Supported Housing in Redcar offers temporary supported accommodation to people experiencing homelessness.
- The accommodation comprises self-contained flats and houses.
- All accommodation is provided fully furnished including cooker and refrigerator. This includes one property adapted to wheelchair standard.
- The properties are situated in Central Redcar and locations in East Cleveland.

Eligibility Criteria

- To qualify for an offer of accommodation prospective tenants must be over the age of sixteen, have low to moderate support needs and be nominated by Redcar and Cleveland Borough Council, Housing Client Services Department. Due to the low level of support provided, applicants should have the skills required to live independently.

Services

- A full-time Service Coordinator and part-time Support Workers are based at Redcar Station Business Centre, Station Road, Redcar, TS10 1RD.
- The office is staffed between 8.00am and 4.30pm, Monday to Wednesday and 8.00am and 4.00pm Thursday and Friday.
- Tenants are provided with an emergency telephone number for repairs outside office hours.
- The Supported Housing staff work with the tenants and other agencies to promote independent living, with support and to prepare for move-on to permanent accommodation.
- Each tenant will have a person centered support plan based on a comprehensive assessment of their needs. The plan will focus on life skills to prepare for independent living and enable tenants to be work-ready. Where more specialist or intensive support needs are identified, referrals to other agencies and partnership working will be promoted.
- An intensive housing management service is provided which includes help with moving in, claiming benefits etc.
- Tenants are offered an Assured Shorthold Tenancy, which is renewable on a six monthly basis.

Length of Stay

- This will depend on individual circumstances and the availability of suitable move-on accommodation.
- On average people stay for between six months and a year.
- Tenants are usually re-housed by a Housing Association but where appropriate we will also work with tenants to consider other move-on options such as the private rented sector.

Referral and allocations process

- Initially a referral should be made to the Service Coordinator by telephone.
- We also require the Housing Client Services Team to complete a referral and risk assessment form.
- The prospective tenant will then be interviewed either at the Station Road office or at their current address. We aim to carry out an interview within 7 working days of receipt of the referral.
- The process will consider the needs of the tenant and any risks presented; in order for us to make an informed decision about whether the service is appropriate to meet the individual's needs and how these can be met.
- Once this process is completed a decision will be made regarding whether an offer of accommodation can be made.
- If an applicant is accepted and no accommodation is currently available they will be placed on the waiting list and contacted when there is a vacancy.
- If an application is not accepted they will be given information as to why they do not meet the criteria for the service and their right of appeal.
- A full copy of the Endeavour Housing Allocations and Referrals Process for Supported housing is available on request.

Contact Details

Any further information can be obtained by contacting the service as follows:

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