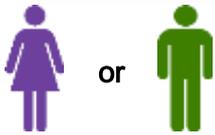
A photograph of a two-story white house with a red roof. The house has several windows, some with white curtains. In the foreground, there is a large, rounded green bush. The sky is blue with some light clouds.

# Norfolk Supported Housing **Directory**

A Useful Guide for Practitioners in Housing, Social Care and  
Criminal Justice Support Services

<p><u>Key</u></p>	
	<p>This means that services will take self-referrals and can be contacted directly by the client or support worker.</p>
	<p>Female or Male only Service</p>
<div style="border: 1px solid black; padding: 5px;"> <ul style="list-style-type: none"> <li>➤ Rent per week or per month</li> <li>➤ Eligible Service Charge:</li> <li>➤ Service Charge</li> <li>➤ Deposit: where applicable</li> </ul> </div>	<p><b>This sign displays:</b></p> <ul style="list-style-type: none"> <li>➤ Rent – covered by Housing Benefit where applicable</li> <li>➤ Eligible service charge – covered by Housing Benefit where applicable</li> <li>➤ Service charge <b>paid by the resident</b> to cover utilities (electricity and/or gas, water)</li> </ul> <p><b>Where there is no information – contact the service directly for details.</b></p>
<p>Levels of Need</p> 	<p>These signs help you to see at a quick glance the levels of client needs which services can support effectively.</p> <p><b>If not displayed on the service provider's page – please contact the service directly for advice and guidance regarding risk assessments.</b></p>
<p><u>Glossary</u></p>	
<p>HAF</p>	<p>Housing Application Form</p> <p><i>This can be accessed from the service provider or your local authority housing office.</i></p>

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<b>Pathways Norwich (homelessness prevention service for Greater Norwich)</b>	<b>5</b>

<b>List of Providers and Services</b> (alphabetical)	<b>Age Band</b>	<b>Location/s</b>	<b>PAGE NO.</b>
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Anchorage Trust	18 - 30	Great Yarmouth.	<b>8</b>
The Benjamin Foundation	16 - 25	Aylsham, Fakenham, Gt Yarmouth, Kings Lynn, North Walsham, Thetford.	<b>9</b>
Emmaus	18+	Ditchingham (nr Norwich), South Norfolk.	<b>10</b>
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**Although the information contained in this Directory was current at the time of issue and will be reviewed on an annual basis, you may need to contact the relevant provider for the most up to date information.**



## Introduction

Welcome to the second edition of the Norfolk Supported Housing Directory.

This PDF resource has been updated in liaison with the Housing Advice and Allocations Lead Officers Group (HAALO) and Supported Housing Providers.

This directory introduces the range of supported housing available and provides housing and social care support practitioners and their customers with information about these services.

There is also some useful information at the back of this Directory about other organisations providing advice, guidance and support.

If you have any queries regarding this directory please contact:

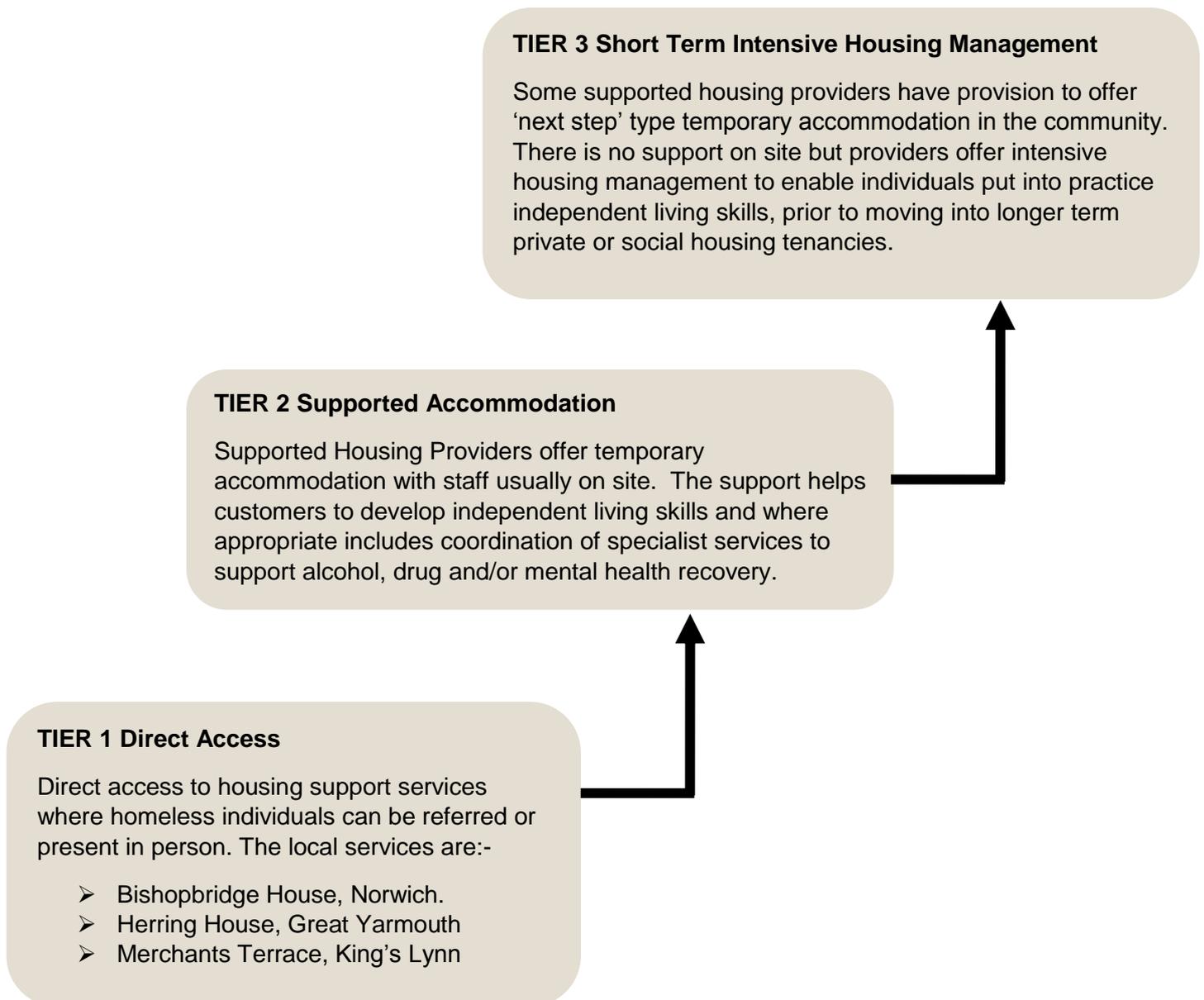
[amanda.king@norfolk.gov.uk](mailto:amanda.king@norfolk.gov.uk)

[chrissy.chalmers@homegroup.org.uk](mailto:chrissy.chalmers@homegroup.org.uk)

## Introduction to Supported Housing

Supported accommodation for homeless people in Norfolk provides a 'Pathway' towards independent living. This means that as needs change individuals can move to the most suitable type of accommodation. The aim is to help individuals move to lower levels of support and within one to two years move out of the Pathway altogether and into independent accommodation. Where individuals do not engage with the support or do not pay rent and service charges, as a last resort, they can be evicted from accommodation.

The following diagram provides a basic description of the Supported Housing Pathway.



## Homelessness Pathway for Greater Norwich (Norwich, Broadland and South Norfolk)

[Pathways Norwich](#) is a new multi-agency service to support people with multiple and complex needs and prevent homelessness – launched in July 2018.

Led by St Martins, the project brings together Shelter, City Reach Health Service (CRHS), Futures Project, Salvation Army (Pottergate ARC), The Feed and YMCA to create a consortia team of Pathways Engagement workers who will work together to support people with multiple and complex needs and prevent homelessness. The service utilises the combined strength of its members to offer a pioneering and collaborative model that achieves real change for people.

The Norwich Pathways team are based in key hub locations around the City and offer a "no wrong door", flexible, person centred approach. All aspects of a person's physical, mental and social wellbeing is embedded into the support available to the most vulnerable people with complex problems in our society.

The service is delivered out of Pathway Hubs at different points in the week including the Arc drop-in at Pottergate, the Under 1 Roof training centre on Westwick Street, early morning street outreach and at City Hall, and outreach workers engage with people who are rough sleeping and/or at risk.

The service also provides 'no second night out' and 'sit up beds' exclusive to rough sleepers. This comprises 3 en-suite rooms and a shared room with 4 camp beds and a shared bathroom. All of this provision is based at Bishopbridge House in Norwich and can only be accessed by a nomination from a Pathways worker. Individuals entering this provision are supported to access the full range of Pathways Norwich services.

<https://www.pathwaysnorwich.org.uk/>

The Pathways Norwich team can be contacted via telephone

01603 980799

## Lowestoft

### Access @ Fyffe & Phoenix



**access**  
community trust

[www.accessct.org](http://www.accessct.org)

Support Service Provider	Access Community Trust
Landlord Name	Orwell Housing Association
Service Name	Access @ Fyffe and Phoenix
Address	Access @ Fyffe - Belvedere Road, NR33 0PR Access @ Phoenix - Kirkley Cliff Road, NR33 0DF
Telephone Number	Access @ Fyffe - 01502 569033 Access @ Phoenix - 01502 587061
Contact	Tracey Kempley – Team Leader
No. of Bed Spaces	50
Client Group(s)	Single Adult Homeless 18+
Service Description	<p><b>Access @ Fyffe</b>, is a 27 bed supported accommodation unit that provides 24 hour low to medium support. Support on offer includes substance misuse, mental health support, money management, workplace/volunteering opportunities, apprenticeships, training, employability skills, life skills development and support to move on to independent living. At this project food is provided and this is charged through the personal service charge. We are in the process of installing a training kitchen for all customers to access to develop skills to cook for themselves.</p> <p><b>Access @ Phoenix</b> is a 23 bed semi-independent supported accommodation project. The opportunities and support is the same across each project with support being available between 8am and 9pm and a concierge presence during the night. Customers at Phoenix are living more independently having the use of a communal kitchen to be self-catering whilst still having the support of staff to move into fully independent living.</p>
Eligibility Criteria	Aged 18+ with low to medium support needs.
Staffing Arrangements	Access @ Fyffe is staffed 24/7, Access @ Phoenix is staffed 8am-9pm with a concierge presence overnight.
Referral Process	Referrals from statutory, voluntary agencies as well as self-referrals. Please visit; <a href="https://portal.suffolk.gov.uk/hrs/">https://portal.suffolk.gov.uk/hrs/</a> to complete an online referral form.
Activities available	Access Community Trust offer many opportunities for our customers including Workplace Volunteering Opportunities, Apprenticeships, Employability Skills Mentoring, BBO Support (Building Better Opportunities) Allotment and Outdoor skills workshops, Arts and Culture Groups/Workshops, Dual Diagnosis Mental Health Support as well as everyday practical living/life skills.



Can self-refer

# Thetford

## John Room

### House



**access**  
community trust

[www.accessct.org](http://www.accessct.org)

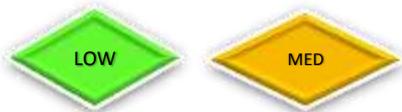
Support Service Provider	Access Community Trust
Landlord Name	Breckland District Council
Service Name	John Room House
Address	London Road, Thetford, IP24 3JA.
Telephone Number	01842 820427
Contact	Samantha Byrne, Team Leader <a href="mailto:samantha.byrne@accessct.org">samantha.byrne@accessct.org</a>
No. of Bed Spaces	22. 10 bed-sits and a separate move-on accommodation unit with 12 self-contained flats.
Client Group(s)	Male and Female Single Homelessness Adults with low to medium to high support needs.
Service Description	John Room House is a supported housing scheme providing medium to high support to homeless, vulnerable and socially-excluded adults (aged 18yrs+). Each resident is assigned a keyworker, and together they develop a support plan to help the individual address their housing and support needs. Our commitment to helping people turn their lives involves support on areas such as substance misuse, mental health support, money management and skills development.
<div style="border: 1px solid black; padding: 5px;"> <p><b>Bedsit Rent per week £160.85 + £20.63 service charge.</b></p> <p><b>Total £181.48</b></p> <p><b>Move-on flat rent £136.64 + £26.52 service charge.</b></p> <p><b>Total £163.16</b></p> </div>	
Eligibility Criteria	Aged 18 plus with housing and support needs.
Staffing Arrangements	The service is staffed 24/7 – with night time concierge waking service.
Referral Process	Referrals can be made through Breckland District Council.
Activities available	We offer a wide range of activities on-site organised by the support worker staff including cooking on a budget, mindfulness, computer skills, gardening (as we look after the ground surrounding the service). We also hold quiz nights, creative writing clubs, wake up walks and much more. We have an on-site poly tunnel which grows seasonal produce and we have a resident chicken.

# Great Yarmouth

## The Anchorage Trust



[www.anchoragetrust.org](http://www.anchoragetrust.org)

Support Service Provider	East Anglia Anchorage Trust
Landlord Name/s	East Anglia Anchorage Trust
Service Name/s	East Anglia Anchorage Trust
Address	The Old Vicarage, 24 Church Plain , Great Yarmouth, NR3 1NE
Telephone Number	01493 809989
Contact	Gail Hodds
No. of Bed Spaces	42
Client Group(s)	Male and Female Aged 18 - 30
Service Description	<p>We support young people in transition who have been homeless or are at risk of homelessness by supporting them to a brighter future and to achieve positive change. We work collaboratively with partners to provide a clear accommodation pathway for young people in Great Yarmouth.</p>
<div style="border: 1px solid black; padding: 5px; margin-bottom: 10px;"> <p><b>Rent per week: £64.50</b></p> <p><b>Service Charge: £20.00</b></p> </div>	
<b>Eligibility Criteria</b> 	<p>Young Adults presenting as Low to Medium Needs who have experienced homelessness or are at risk of homelessness.</p>
Staffing Arrangements	Outreach Tenancy Support
Referral Process	Application Form which can be obtained from our website.
Activities available	<p>Employability</p> <p>Finance Awareness</p> <p>Tenancy Support</p> <p>Counselling Service</p> <p>Volunteer Development</p>

Aylsham, Fakenham, Great  
Yarmouth, King's Lynn, North  
Walsham, Thetford.

## The Benjamin Foundation



The Benjamin Foundation

[www.benjaminfoundation.co.uk](http://www.benjaminfoundation.co.uk)

<b>Support Service Provider</b>	The Benjamin Foundation
<b>Landlord Name/s</b>	N/A
<b>Service Name/s</b>	Forward Court, Steven Newing House, Aspire, Right Tracks, Winston Court, Walmington Court.
<b>Address</b>	Aylsham, Fakenham, Gt Yarmouth, Kings Lynn, North Walsham, Thetford.
<b>Telephone Number</b>	01603 615670 (Head Office) Please ask for service contact details.
<b>Contact</b>	As above.
<b>No. of Bed Spaces</b>	Services have between 7 and 17 units. The following services include semi-independent Move On flats Walmington Court (3), Winston Court (6) Right Tracks (2) and Steven Newing House (4).
<b>Client Group(s)</b>	Single homeless young people aged 16 to 25 years old.
<b>Service Description</b>	Providing a safe and supportive environment with regular, targeted key working sessions to enable young people to gain the skills needed to move on into their own independent accommodation. Support to access Education, Employment and Training.
<b>Eligibility Criteria</b>	Single homeless young people including young care leavers, young people with an offending history.
<b>Staffing Arrangements</b>	Services are staffed 24/7 with sleep in staff from 12am to 7am.
<b>Referral Process</b>	Winston Court-direct access or referral from agencies. Right Tracks 75% referrals from Local Authority / 25% self- referral or agency referral. All other services accept referrals from local authority council housing departments.
<b>Activities available</b>	All services have communal areas which are used for a range of activities including: cooking, budgeting, arts and creative activities, music, games. Young people are continually supported in their journey towards independence and this includes education, training and employment support. The Benjamin Foundation works in partnership with local and national training providers to increase opportunities.

## Waveney and Ditchingham

# Emmaus Norfolk and Waveney



[www.emmaus.org.uk/norfolk\\_waveney](http://www.emmaus.org.uk/norfolk_waveney)

Support Service Provider	Emmaus Norfolk and Waveney
Service Name	Emmaus Norfolk and Waveney in Ditchingham
Address	Emmaus House, Belsey Bridge Road, Ditchingham, NR35 2DT
Telephone Number	01986 895444
Contact	Community Support Manager <a href="mailto:info@emmausnorfolkandwaveney.org">info@emmausnorfolkandwaveney.org</a>
No. of Bed Spaces	23
Client Group(s)	Single people at risk of or experiencing homelessness.
Service Description	<p>Unlike a lot of provision for homeless people, Emmaus communities offer a home for as long as someone needs it. Emmaus companions (residents) get a room of their own, food, clothing and a small weekly allowance. In return, we ask that:</p> <ul style="list-style-type: none"> <li>• companions work for 40 hours per week, in the community's social enterprise furniture project and/or in the home;</li> <li>• they behave in a respectful way towards one another;</li> <li>• no alcohol or illegal drugs are used on the premises;</li> <li>• they sign off all benefits, with the exception of housing benefit.</li> </ul> <p>Although living in a community isn't for everyone, it can offer the companionship and support that many people who have experienced homelessness have lost. This can be key to helping someone to stop, take stock, and start to regain a sense of control &amp; stability in their lives.</p>
Eligibility Criteria	18+, must be drug and alcohol free or in an effective treatment programme. Must be willing to participate in our work Tues – Sat 8.30am-5.00pm.
Staffing Arrangements	Two members of our staff team live in the community.
Referral Process	By referral followed by interview. The referral form is on our website <a href="https://www.emmaus.org.uk/norfolk_waveney">https://www.emmaus.org.uk/norfolk_waveney</a> and can be completed and submitted by anyone or telephone for further information.
Activities available	Companions routinely organise BBQ, cinema and swimming trips. There are opportunities to get involved with the wider UK and international Emmaus movement. Many volunteer in the local community and participate in outside activities. We have a small social and training fund to support personal and professional development.

Can self-refer

Cromer

Empanda

YPS


[www.empanda.com](http://www.empanda.com)

Support Service Provider	Empanda Care & Support Ltd CIC
Landlord Name	Empanda Care & Support Ltd CIC
Service Name	Empanda YPS Cromer
Address	12 Cadogan Road, Cromer, Norfolk, NR27 9HT
Telephone Number	01263 513780 / <a href="mailto:cromer@empanda.org.uk">cromer@empanda.org.uk</a>
Contact	Fiona Raison 07879 602 474
No. of Bed Spaces	9 (six in 2 bedroom shared flats, 3 in single occupancy flats).
Client Group(s)	Young homeless 16-24 year olds with support needs including young people leaving care.
Service Description	Providing a safe and supportive environment with regular, targeted key working sessions to enable young people to gain the skills needed to move on into their own independent accommodation. Resettlement support for a 3 month period. Support to access Education, Employment and Training.
Eligibility Criteria	16-24 years of age, Homeless or at risk of homelessness Support Need Not a significant risk to others within the building.
Staffing Arrangements	Support staff 8am – 8pm Overnight staff 8pm – 8am (sleep over)
Referral Process	Contact project directly or email <a href="mailto:referrals@empanda.org.uk">referrals@empanda.org.uk</a> Housing Application Form (HAF) accepted.
Activities available	Regular healthy eating sessions and cooking workshops. Regular house meetings with residents encouraged to get involved in a service user forum, fundraising, healthy activities, recruitment of staff, reviewing house rules and policy documents etc.  Group sessions with external agencies visiting to offer advice or conduct workshops. Budgeting and money management.

Can self-refer

**Sheringham**  
**Empanda**  
**YPS**



[www.empanda.com](http://www.empanda.com)

<b>Support Service Provider</b>	Empanda Care & Support Ltd CIC
<b>Landlord Name</b>	Empanda Care & Support Ltd CIC
<b>Service Name</b>	Empanda YPS Sheringham
<b>Address</b>	48 Cliff Road, Sheringham, Norfolk, NR26 8BJ
<b>Telephone Number</b>	01263 825107 / <a href="mailto:sheringham@empanda.org.uk">sheringham@empanda.org.uk</a>
<b>Contact</b>	Fiona Raison 07879 602 474
<b>No. of Bed Spaces</b>	7 (6 in 2 bedroom flats, 1 in single occupancy flat)
<b>Client Group(s)</b>	Young homeless 16-24 year olds with support needs including young people leaving care.
<b>Service Description</b>	Providing a safe and supportive environment with regular, targeted key working sessions to enable young people to gain the skills needed to move on into their own independent accommodation. Resettlement support for a 3 month period. Support to access EET.
<b>Eligibility Criteria</b>	16-24 Homeless or at risk of homelessness with a support need Not a significant risk to others within the building, not requiring overnight support.
<b>Staffing Arrangements</b>	Support staff on site 5 days per week with 24hr emergency visiting support available.
<b>Referral Process</b>	Contact project directly or email: <a href="mailto:referrals@empanda.org.uk">referrals@empanda.org.uk</a> Housing Application Form (HAF) accepted.
<b>Activities available</b>	Regular healthy eating sessions and cooking workshops. Regular house meetings with residents encouraged to get involved in a service user forum, fundraising, healthy activities, recruitment of staff, reviewing house rules and policy documents etc. Group sessions with external agencies visiting to offer advice or conduct workshops. Budgeting and money management.

**Can self-refer**

**Stalham****Empanda****YPS**
[www.empanda.com](http://www.empanda.com)

<b>Support Service Provider</b>	Empanda Care & Support Ltd CIC
<b>Landlord Name</b>	Empanda Care & Support Ltd CIC
<b>Service Name</b>	Empanda YPS Stalham
<b>Address</b>	25 Allen Meale Way, Stalham, Norfolk, NR12 9JJ.
<b>Telephone Number</b>	01692 584946 / <a href="mailto:stalham@empanda.org.uk">stalham@empanda.org.uk</a>
<b>Contact</b>	Fiona Raison 07879 602 474
<b>No. of Bed Spaces</b>	10 bed spaces in 5 shared flats.
<b>Client Group(s)</b>	Young homeless 16-24 year olds with support needs including young people leaving care.
<b>Service Description</b>	Providing a safe and supportive environment with regular, targeted key working sessions to enable young people to gain the skills needed to move on into their own independent accommodation. Resettlement support for a 3 month period. Support to access Education, Training and Employment.
<b>Eligibility Criteria</b>	16-24 years of age. Homeless or at risk of homelessness. Support needs. Not a significant risk to others within the building.
<b>Staffing Arrangements</b>	Support staff 8am – 8pm. Overnight staff 8pm – 8am (sleep over).
<b>Referral Process</b>	Contact project directly or email: <a href="mailto:referrals@empanda.org.uk">referrals@empanda.org.uk</a> Housing Application Form (HAF) accepted.
<b>Activities available</b>	Regular healthy eating sessions and cooking workshops Regular house meetings with residents encouraged to get involved in a service user forum, fundraising, healthy activities, recruitment of staff, reviewing house rules and policy documents etc. Group sessions with external agencies visiting to offer advice or conduct workshops. Budgeting and money management.

**Can self-refer**

## Great Yarmouth

# Herring House



[www.herringhoustrust.org.uk](http://www.herringhoustrust.org.uk)

<b>Support Service Provider</b>	Herring House Trust
<b>Landlord Name</b>	Herring House Trust
<b>Service Name</b>	Herring House Trust Hostel High Support Unit
<b>Address</b>	51 St Nicholas Road, Great Yarmouth, Norfolk, NR30 1NR
<b>Telephone Number</b>	01493 331524
<b>Contact</b>	Hostel Staff – 01493 331524
<b>No. of Bed Spaces</b>	27 direct access hostel 4 High Support Unit
<b>Client Group(s)</b>	Single homeless men & women over the age of 18
<b>Service Description</b>	We provide a direct access Hostel, with access to a resettlement programme and move-on accommodation. In addition, we offer a High Support Unit for people wishing to become abstinent from substance dependency.
<b>Eligibility Criteria</b>	You must be over the age of 18 years, single and homeless. We are unable to accept someone with a conviction for arson.
<b>Staffing Arrangements</b>	The Hostel and High Support Unit are staffed 24 hours per day and each person living within the Hostel will have a key worker.
<b>Referral Process</b>	Self-referral or agency referral to the Hostel.
	
<b>Activities available</b>	Daily programme of group activities & access to resettlement move-on accommodation. We offer in-reach services from specialist intervention agencies.

Norwich

## Archway



Building homes,  
independence  
and aspirations



[www.homegroup.org.uk](http://www.homegroup.org.uk)

Support Service Provider	Home Group
Landlord Name	Home Group
Service Name	Archway Housing Project
Address	23 West Parade, Norwich, NR2 3DN
Telephone Number	03003 047989
Contact	Vicky Ethridge, Senior Client Services Manager <a href="mailto:vicky.ethridge@homegroup.org.uk">vicky.ethridge@homegroup.org.uk</a>
No. of Bed Spaces	8
Client Group(s)	Young Women aged 16-24.
Service Description	<p>Archway provides accommodation with support in Norwich. The service is available to young women aged between 16 and 24 who are in need of both accommodation and support. Archway provides safe, secure accommodation for young women who want to work towards developing their skills and moving on to their own independent accommodation. The service is funded by Norfolk County Council to provide accommodation and support that helps young women avoid homelessness, reduce the need for more intensive support and to support them to develop the skills and knowledge they need to live independently.</p>
<p><b>Rent per week: £77.75</b> <b>Eligible Service Charge: £162.93</b> <b>Service Charge: £12.80</b></p>	
<p>Eligibility Criteria</p> 	Female, aged 16-24, homeless or inadequately housed with support needs. Must be able to self-medicate.
Staffing Arrangements	24 hour cover. Night staff on site but between midnight & 7am only available in emergencies.
<p>Referral Process</p> 	Housing Application Form (HAF) accepted. We will accept referrals from all agencies and also self-referrals. Please contact the service for a HAF.
Activities available	Resilience programme including activities such as cooking on a budget, craft activities, health walks, CV writing, budgeting and the accredited Home Achievement Programme.

Norwich

# The Ripley Project



Building homes,  
independence  
and aspirations



[www.homegroup.org.uk](http://www.homegroup.org.uk)

Support Service Provider	Home Group
Landlord Name	Home Group
Service Name	The Ripley Project
Address	131 – 133 Rosary Road, Norwich, NR1 4 BX
Telephone Number	03003 047956
Contact	Marissa Moore, Senior Client Service Manager <a href="mailto:marisa.moore@homegroup.org.uk">marisa.moore@homegroup.org.uk</a> 01603 764281
No. of Bed Spaces	12 bed spaces.
Client Group(s)	The Ripley Project is for single male ex-offenders, homeless.
Service Description	We offer person centred support aimed at supporting people to move into their own independent tenancies. We offer one to one support via regular link work session, trauma informed practice, a resilience programme, in house accredited learning modules along with advocacy with other agencies.
<div style="border: 1px solid red; padding: 5px; margin-bottom: 10px;"> <p><b>Rent per week: £76.20</b>  <b>Eligible Service Charge p/w: £124.91 plus council tax £6.27</b>  <b>Service Charge p/w: £9.80</b></p> </div>	
Eligibility Criteria	Adults aged 18+. There is an expectation that those seeking accommodation are prepared to engage with support provided.
 	
Staffing Arrangements	The Ripley Project is a 24/7 hour staffed service – some lone working.
Referral Process	Housing Application Form (HAF) accepted via Bishop Bridge House and/or Pathways team. Self-referrals and referrals from probation and other agencies accepted.
Activities available	Opportunities to participate in a resilience programme and the Home Achievement Programme – an accredited skills programme for independent living and progression into education, training and employment. Home Group are committed to offering work experience and apprenticeship opportunities to clients and ex-clients. There is also an opportunity to get involved in client involvement and volunteering activities.

## Norwich

## Barnard's Yard



Building homes,  
independence  
and aspirations



[www.homegroup.org.uk](http://www.homegroup.org.uk)

Support Service Provider	Home Group
Landlord Name	Home Group
Service Name	Barnard's Yard
Address	Barnard's Yard, Norwich
Telephone Number	03003 047956
Contact	Marissa Moore, Senior Client Service Manager <a href="mailto:marisa.moore@homegroup.org.uk">marisa.moore@homegroup.org.uk</a> 01603 764281
No. of Bed Spaces	9 for clients with low support needs.
Client Group(s)	Barnard's Yard can accommodate male and female single homeless and ex-offenders.
Service Description	We offer person centred support aimed at supporting people to move into their own independent tenancies. We offer one to one support via regular link work session, trauma informed practice, a resilience programme, in house accredited learning modules along with advocacy with other agencies.
	<div style="border: 1px solid black; padding: 5px;"> <p><b>Rent per week: £76.20</b>  <b>Eligible Service Charge:</b>  <b>£66.78 - £80.26 plus council tax £2.95</b>  <b>Personal Service Charge:</b>  <b>£2.07 - £4.56</b></p> </div>
Eligibility Criteria	Adults aged 18+. There is an expectation that those seeking accommodation are prepared to engage with support provided.
Staffing Arrangements	Barnard's Yard is not a 24 hour staffed service and 'one to one' link work sessions are pre-arranged.
Referral Process	Completion of the Housing Application Form (HAF) via Bishop Bridge House and/or Pathways team. Self-referrals and referrals from probation and other agencies accepted.
Activities available	Opportunities to participate in a resilience programme and the Home Achievement Programme – an accredited skills programme for independent living and progression into education, training and employment. Home Group are committed to offering work experience and apprenticeship opportunities to clients and ex-clients. There is also an opportunity to get involved in client involvement and volunteering activities.

Wymondham

## Wilkinson House



Building homes.

independence  
and aspirationshome  
group[www.homegroup.org.uk](http://www.homegroup.org.uk)

Support Service Provider	Home Group
Landlord Name	Home Group
Service Name	Wilkinson House
Address	17 Avenue Road, Wymondham, Norfolk, NR18 0QF
Telephone Number	01953 602456
Contact	
No. of Bed Spaces	21. 9 bed spaces in the hostel, 12 bed spaces in short term intensive housing management properties.
Client Group(s)	Single Males 18+ with a history of offending behaviour.
Service Description	<p>Wilkinson House offers rooms with shared facilities, communal lounge and gardens and provides 24/7 staffing. Move on properties are located across Wymondham to support with housing management before moving onto an independent tenancy. We provide support to improve confidence, self-esteem and promote independent living skills. Each support plan is person centred to include an individual's goals to move on successfully and include areas around employment and training, health, budgeting, offending behaviour and tenancy management.</p>
<div style="border: 1px solid red; padding: 5px;"> <p><b>Rent per week: £75.16</b></p> <p><b>Eligible Service Charge: £118.81</b></p> <p><b>Service Charge: £15.97</b></p> </div>	
Eligibility Criteria   	18+ single male, homeless or in need of housing.
Staffing Arrangements	24/7 cover, 365 days of the year with sleep in night workers.
Referral Process 	Completion of the Housing Application Form (HAF) via South Norfolk Council, support agencies or self-referral.
Activities available	Opportunities to participate in the Home Achievement Programme – an accredited skills programme for independent living and progression into education, training and employment. Home Group are committed to offering work experience and apprenticeship opportunities to clients and ex-clients. There is also an opportunity to get involved in client involvement and volunteering activities.

Norwich

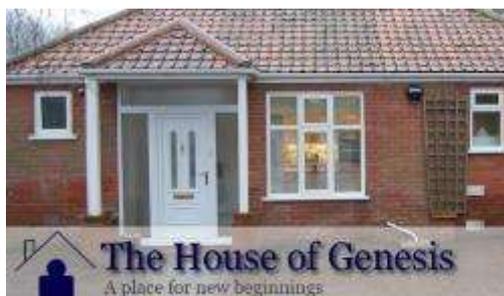
## Hope Into Action


[www.hopeintoaction.org.uk](http://www.hopeintoaction.org.uk)

Support Service Provider	Hope Into Action
Service Name	Hope Into Action Norwich
Address	Barrett Room, Church Cottage, Church Alley, Norwich NR2 4SN
Telephone Number	01603 927271
Contact	Tony Gray <a href="mailto:tony.gray@hia.org.uk">tony.gray@hia.org.uk</a>
No. of Bed Spaces	27 beds over 9 houses.
Client Group(s)	All tenants are homeless or at risk of homelessness. Typical tenants may be recovering from addiction, have a history of offending, be care leavers, ex-street workers, rough sleepers/ sofa surfers, fleeing violence, have mental health struggles, ex-servicemen/women, Refugees and Asylum Seekers.
Service Description	Tenants share a 2 – 4 bedroom property and have either 1 or 2 rooms exclusive use. Floating Empowerment Workers support each tenant individually and create tailored support packages. Licenses are for up to 2 years. Volunteers offer additional support.
	<div style="border: 1px solid red; padding: 5px; color: red; font-weight: bold;"> <p>Rent per week: £80 or 100 dependent on whether tenants have exclusive use of 1 or 2 rooms. Personal Charge per week £6.00 or £5.00 by standing order</p> </div>
Eligibility Criteria	Low to medium risk. We will look at all referrals in depth and consider each individually. No history of arson or sex offence and no current use of Class A Drugs.
Staffing Arrangements	All tenants must agree to engage with Hope Into Action and will have an Empowerment Worker who meets them weekly. They must also be willing to engage with a small team of volunteers who offer befriending and support in practical and pastoral ways.
Referral Process	By application form from the local office: - email: <a href="mailto:tony.gray@hia.org.uk">tony.gray@hia.org.uk</a> or call 01603 927271. Potential tenants can be referred by an agency (preferable) or self-refer.
	<div style="background-color: orange; color: white; padding: 5px; display: inline-block; font-weight: bold;"> <p>Can self-refer</p> </div>
Activities available	As part of the wider HIA charity, Tenants are invited to Annual Conferences, holidays and activity days.

## Norwich, Broadland

# The House of Genesis



[www.thehouseofgenesis.org](http://www.thehouseofgenesis.org)

Support Service Provider	The House of Genesis
Landlord Name	Val Dodsworth
Service Name	The House of Genesis
Address	6 Laundry Close, Thorpe St Andrew, Norwich. NR7 0XH.
Telephone Number	01603 435449
Contact	Donna Myall, Project Leader
No. of Bed Spaces	9
Client Group(s)	Ex-offenders, homeless, veterans. Male only.
Service Description	A small Christian home which houses men into independent living supporting them along the way.
Eligibility Criteria	Abstinent based household. Men only.
 Staffing Arrangements	5 Part-time Staff
Referral Process	Self-referral via website. <a href="http://www.thehouseofgenesis.org">www.thehouseofgenesis.org</a> Prison, probation, Community Rehabilitation Company, other hostels, Local Authority.
	
Activities available	Access to volunteering, back to basic life skills, one to one support in a person centred home environment.

Dereham

**Selwyn House**
[www.nhgggroup.org.uk](http://www.nhgggroup.org.uk)

<b>Support Service Provider</b>	Notting Hill Genesis
<b>Landlord Name</b>	Notting Hill Genesis
<b>Service Name</b>	Dereham Single Homeless Service.
<b>Address</b>	Selwyn House, 70 Norwich Street, Dereham, Norfolk, NR19 1AD
<b>Telephone Number</b>	01362 694305
<b>Contact</b>	Maureen Clarke, Lead Service Delivery Manager 07867 395429 <a href="mailto:Maureen.Clarke@genesisha.org.uk">Maureen.Clarke@genesisha.org.uk</a> Angela Conway, Lead Project Worker, 07899 795189
<b>No. of Bed Spaces</b>	<b>18</b> Selwyn House 6 / The Ware House 4 /The Barn 4 / The Coachmakers (Move on flats) 4
<b>Client Group(s)</b>	Single Homeless Adults (male and female) with support needs Aged 18+.
<b>Service Description</b>	The aim of the Dereham Service is to provide excellent customer centred housing related support, taking a person centred & positive risk taking approach to enable customers to maintain and improve their independence, effectively manage & improve their personal safety & improve their social, emotional & mental wellbeing. The aim is to move clients on to more suitable accommodation to match their needs.
<b>Eligibility Criteria</b>	Single Males & Female Adults (18 +) with support needs ranging from being homeless, family/ relationship breakdown, Mental Health, Learning Disabilities, drugs & alcohol misuse, victims of domestic violence & abuse, Care Leavers or offenders.
<b>Staffing Arrangements</b>	All staff, including the Lead Project Worker, work within the main site providing services including night cover to all the customers within the locations.
<b>Referral Process</b>	Notification of vacancies is sent to referral partner agencies and agencies can submit a Housing Application Form (HAF) directly to the service. <a href="mailto:derehamreferralpoint@genesisha.org.uk">derehamreferralpoint@genesisha.org.uk</a>
<b>Activities available</b>	Customers are supported to engage with the activities agreed in their Support Plans. The service works closely with key partner organisations to provide specialist, expert services and bring value to the support we provide to our customers. These include the local police and local drug and alcohol services and we have a close working relationship with Breckland District Council local authority.

**Breckland, Thetford  
Canterbury  
House &  
Caledonia House**



[www.nhgggroup.org.uk](http://www.nhgggroup.org.uk)

<b>Support Service Provider</b>	Notting Hill Genesis
<b>Landlord Name</b>	Notting Hill Genesis
<b>Service Name</b>	Thetford Single Homeless Service
<b>Address</b>	Canterbury House, Canterbury Way, Thetford, Norfolk, IP24 1EA Caledonia House, Edinburgh Way, Thetford, Norfolk, IP24 1DS
<b>Telephone Number</b>	Canterbury House 01842 765608 Caledonia House 01842 766731
<b>Contact</b>	Maureen Clarke, Lead Service Delivery Manager, 07867 395429 <a href="mailto:Maureen.Clarke@genesisha.org.uk">Maureen.Clarke@genesisha.org.uk</a> Lucy Bains, Service Delivery Manager, 07802 466792 <a href="mailto:Lucy.bains@genesisha.org.uk">Lucy.bains@genesisha.org.uk</a>
<b>No. of Bed Spaces</b>	30 Caledonia House 12 / Canterbury House 12 / Canterbury House Flats 6
<b>Client Group(s)</b>	We offer housing to single occupants for males & females adults (18 +).
<b>Service Description</b>	Housing related support is provided to 30 customers across 2 service locations who are single homeless people with support needs. Each customer is allocated a lead Support Worker who together with the customer develops a person centred Support Plan focussed on enabling the customer to achieve the outcomes that matter to them, working with the appropriate outside agencies to provide specialist support.
<b>Eligibility Criteria</b>	Single Homeless Males & Female Adults (18 +) with support needs. The support needs of the customers will range from being homeless, family/relationship breakdown, Mental Health, Learning Disabilities, drugs & alcohol misuse, victims of domestic violence & abuse, Care Leavers or offenders.
<b>Staffing Arrangements</b>	A Service Delivery Manager and support staff work from 8am to 8pm to cover both services and there is night cover provided by 4 housing assistants on a rota basis.
<b>Referral Process</b>	Notification of vacancies is sent to referral partner agencies and agencies can submit Housing Application Form (HAF) directly to the service. <a href="mailto:thetford.referrals@genesisha.org.uk">thetford.referrals@genesisha.org.uk</a>
<b>Activities available</b>	Customers are supported to engage with the activities agreed in their Support Plans which will be carried out with the Support Assistant and Support Worker to achieve their planned outcomes and reviewed on a quarterly basis.

**Broadland, Norwich**  
**Cromer Road &**  
**Reepham Road**



[www.nhgggroup.org.uk](http://www.nhgggroup.org.uk)

<b>Support Service Provider</b>	Notting Hill Genesis
<b>Landlord Name</b>	Notting Hill Genesis
<b>Service Name</b>	Cromer Road and Reepham Road
<b>Address</b>	78 Cromer Road, Hellesdon, Norwich, Norfolk, NR6 6 LZ. 77-79 Reepham Road, Hellesdon, Norwich, Norfolk, NR6 5LG.
<b>Telephone Number</b>	Cromer Road 01603 410670 / Reepham Road 01603 408542
<b>Contact</b>	Andy Moulton, Services Manager.
<b>No. of Bed Spaces</b>	Andy Moulton, Lead Service Delivery Manager, 07733 113759 <a href="mailto:Andy.moulton@genesisha.org.uk">Andy.moulton@genesisha.org.uk</a> Eileen Allanic, Service Delivery Manager, <a href="mailto:Eileen.Allanic@genesisha.org.uk">Eileen.Allanic@genesisha.org.uk</a>
<b>Client Group(s)</b>	Single homeless adults with support needs – ranging from being homeless, family/ relationship breakdown, mental health, learning disabilities, drugs & alcohol misuse, victims of domestic violence & abuse, care leavers or offenders.
<b>Service Description</b>	The aim of the service is to provide support to customers to gain necessary skills to move on and maintain independent living, working on a personalised robust support plan and risk assessment with the customers to ensure their individual support needs are met. This also includes supporting customers to engage with external agencies for their specific needs, working with these agencies to ensure a joint approach.
<b>Eligibility Criteria</b>	Single Males & Female Adults (18 +)
<b>Staffing Arrangements</b>	Staff work across both schemes 7 days per week and night cover is available at both schemes.
<b>Referral Process</b>	Notification of vacancies is sent to Broadland DC who submit forms to the service. If Broadland DC are unable to provide sufficient referrals to fill the vacancies, notification of vacancies may also be sent to partner agencies.
<b>Activities available</b>	Customers are supported to engage with the activities agreed in their Support Plans which will be carried out with the Support Assistant and Support Worker to achieve their planned outcomes and reviewed on a quarterly basis. There are close working relationships to partner agencies providing support in informal and formal activities, training and employability.

## Great Yarmouth Woburn House and Moreton Court



[www.nhgggroup.org.uk](http://www.nhgggroup.org.uk)

<b>Support Service Provider</b>	Notting Hill Genesis
<b>Landlord Name</b>	Notting Hill Genesis
<b>Service Name</b>	Great Yarmouth Single Homeless Service
<b>Address</b>	Woburn House, Sandown Rd Great Yarmouth. Moreton Court, Southtown Road, Great Yarmouth.
<b>Telephone Number</b>	Woburn House 0208 451 8024/ Moreton Court 0208 451 8041
<b>Contact</b>	Andy Moulton, Lead Service Delivery Manager, 07733 113759. <a href="mailto:Andy.moulton@genesisha.org.uk">Andy.moulton@genesisha.org.uk</a> Dawn Hanratty, Service Delivery Manager, 07525 905484.
<b>No. of Bed Spaces</b>	<b>29 across two service locations</b> . Woburn House 9 single rooms in a shared hostel and 6 self-contained flats. Moreton Court 6 single rooms in a shared hostel, 5 single rooms in two group homes and 3 self- contained flats.
<b>Client Group(s)</b>	Single Homeless Adults (male and female) with support needs Aged 18+ Can accept referrals for clients with dogs subject to availability.
<b>Service Description</b>	The aim of the service is to provide effective customer-centred housing related to enable Move On to sustainable accommodation appropriate to individual needs. We take a person-centred and positive risk taking approach to enable customers to maintain and improve their independence, effectively manage and improve their personal safety and improve their social, emotional & mental wellbeing.
<b>Eligibility Criteria</b>	The customers have a diverse range of support needs including: mental health issues; family/relationship breakdown; learning disabilities; drug & alcohol misuse; victims of domestic abuse; care leavers; and offenders.
<b>Staffing Arrangements</b>	Staff are usually at the scheme(s) 7 days a week: from 08:30 to 20:00 on weekdays and for approximately 4 hours at each site on Saturdays, Sundays and Public Holidays. Night-time cover is provided at both sites by Housing Assistants.
<b>Referral Process</b>	Notification of vacancies is sent to Great Yarmouth Borough Council (GYBC) who submit Housing Applications Forms (HAFs) to the service. If GYBC are unable to provide sufficient referrals to fill the vacancies, notification of vacancies will be sent to other partner agencies.
<b>Activities available</b>	We offer a range of activities which are organized by staff - from learning new skills such as cooking or gardening through to social activities such as darts or pool competitions. Residents can actively get involved in resident meetings and regional working groups. We also work closely with external agencies to provide further support for residents, this ranges from volunteering opportunities through to debt management.

King's Lynn

Gaywood Road


[www.nhgggroup.org.uk](http://www.nhgggroup.org.uk)

Support Service Provider	Notting Hill Genesis
Landlord Name	Notting Hill Genesis
Service Name	Gaywood Road
Address	Astwell House, 66 Gaywood Road, Kings Lynn PE30 2PT.
Telephone Number	01553 760348
Contact	Dawn Tyrell, Lead Service Delivery Manager, 07525 905472 <a href="mailto:Dawn.Tyrell@genesisha.org.uk">Dawn.Tyrell@genesisha.org.uk</a>
No. of Bed Spaces	13 including 4 semi-independent flats.
Client Group(s)	Single Homeless in Kings Lynn.
Service Description	Gaywood Road is a referral based Supported Accommodation for Single Homeless in King's Lynn. The aim of the service is to provide support to customers to gain necessary skills to move on and maintain independent living, working on a personalised robust support plan and risk assessment with the customers to ensure their individual support needs are met.
	<div style="border: 1px solid black; padding: 5px;"> <p><b>Rent and Eligible Service Charge per week:</b> <b>£247.91</b></p> <p><b>Service Charge per week:</b> <b>£6.88</b></p> </div>
Eligibility Criteria	Single Homeless Adults aged 18 +.
Staffing Arrangements	The staff are based at Gaywood Road allowing continuous support to customers. The staff compliment consists of: Full Time Lead Project Worker: 2 night workers allowing for continuous evening cover: 2.5 Support Workers covering 8am – 8pm seven days a week.
Referral Process	Notification of vacancies is sent to Borough Council of King's Lynn and West Norfolk to submit Housing Application Forms (HAFs) to the service. If the Borough Council are unable to provide sufficient referrals to fill the vacancies, notification of vacancies will be sent to other partner agencies.
Activities available	A Support Assistant is able to engage with customers to offer extra support around move on and resettlement into independent living. External agencies attend the scheme on a regular basis to carry out workshops and advice. Customers are encouraged to take part in scheme meeting that can be used to organise activities or make suggestions in regards to the service they receive.

# King's Lynn

## Merchants

### Terrace



[www.nhgggroup.org.uk](http://www.nhgggroup.org.uk)

<b>Support Service Provider</b>	Notting Hill Genesis
<b>Landlord Name</b>	Notting Hill Genesis
<b>Service Name</b>	Merchants Terrace
<b>Address</b>	92-94 London Road, King's Lynn, PE30 5EU.
<b>Telephone Number</b>	01553 692483
<b>Contact</b>	Dawn Tyrell, Lead Service Delivery Manager, 07525 905472. <a href="mailto:Dawn.Tyrell@genesisha.org.uk">Dawn.Tyrell@genesisha.org.uk</a> Sandra Coffill, Service Delivery Manager, 07525 905469.
<b>No. of Bed Spaces</b>	21 with 4 emergency direct access beds.
<b>Client Group(s)</b>	The primary customer group is homeless people with support needs and offenders at risk of re-offending as a secondary customer group. The scheme works with customers who are deemed as high risk with high support needs who have possibly led chaotic lifestyles.
<b>Service Description</b>	Merchants Terrace is a Direct Access Supported Accommodation for Single Homeless in King's Lynn, providing accommodation and a high level of support.
<b>Eligibility Criteria</b>	Needs and risk assessments are carried out on potential customers taking into account vulnerabilities and support required. Under 18's, couples and people who have alternative accommodation available are excluded from the customer group.
<b>Staffing Arrangements</b>	The staff are based at Merchants Terrace and 2 members of staff are on shift 24 /7 which includes walking night workers, allowing for continuous support.
<b>Referral Process</b>	Customers are able to self-refer to the scheme by presenting at the door on a daily basis rather than going through a referring agency.
	
<b>Activities available</b>	A Support Assistant is able to engage with customers to offer extra support around move on and resettlement into independent living. External agencies attend the scheme on a regular basis to carry out workshops and advice. Customers are encouraged to take part in scheme meeting that can be used to organise activities or make suggestions in regards to the service they receive.

**King's Lynn & West  
Norfolk, Hunstanton  
Park Road**



[www.nhgggroup.org.uk](http://www.nhgggroup.org.uk)

Support Service Provider	Notting Hill Genesis
Landlord Name	Notting Hill Genesis
Service Name	Park Road
Address	14 park road, Hunstanton, Norfolk, PE36 5BP.
Telephone Number	01485 535199
Contact	Dawn Tyrell, Lead Service Delivery Manager, 07525 905472. <a href="mailto:Dawn.Tyrell@genesisha.org.uk">Dawn.Tyrell@genesisha.org.uk</a> Jane Griffiths, Lead Project Worker, 07738 458642
No. of Bed Spaces	15. 11 within the main building and 4 semi-independent flats.
Client Group(s)	Park Road is a referral based Supported Accommodation service for Single Homeless in Adults aged 18+.
Service Description	The aim of the service is to provide support to customers to gain necessary skills to move on and maintain independent living, working on a personalised robust support plan and risk assessment with the customers to ensure their individual support needs are met. This also includes supporting customers to engage with external agencies for their specific needs, working with these agencies to ensure a joint approach.
	<div style="border: 1px solid red; padding: 5px;"> <p><b>Rent and Eligible Service Charge per week:</b> <b>£205.82</b></p> <p><b>Service Charge per week:</b> <b>£5.37</b></p> </div>
Eligibility Criteria	Single Males & Female Adults (18 +).
Staffing Arrangements	The staff compliment consists of: Full Time Lead Project Worker: 2 night workers allowing for continuous evening cover: 1.5 Support Workers covering 8am – 8pm seven days a week. The staffing allocation is allowing for continuous support to customers.
Referral Process	Notification of vacancies is sent to referral partner agencies and agencies can submit Housing Application Form (HAF) directly to the service.
Activities available	A Support Assistant is able to engage with customers to offer extra support around move on and resettlement into independent living. External agencies attend the scheme on a regular basis to carry out workshops and advice. Implementing service user involvement techniques customers are encouraged to take part in scheme meetings that can be used to organise activities or make suggestions in regards to the service they receive.

## North Norfolk, Cromer

# Cabbell Road



[www.nhgggroup.org.uk](http://www.nhgggroup.org.uk)

Support Service Provider	Notting Hill Genesis
Landlord Name	Notting Hill Genesis
Service Name	Cabbell Road
Address	7 Cabbell Road, Cromer, Norfolk, NR27 9HU. 24/26 Cabbell Road, Cromer, Norfolk, NR27 9HX.
Telephone Number	No 7 - 01263 511658 / No. 24/26 - 01263 511963
Contact	Lee Ellis, Service Delivery Manager 07867 780186
No. of Bed Spaces	25 including 2 semi-independent flats.
Client Group(s)	Single Male & Female Adults aged 18 Plus.
Service Description	<p>The aim of the service is to provide support to customers to gain necessary skills to move on and maintain independent living, working on a personalised robust support plan and risk assessment with the customers to ensure their individual support needs are met. This also includes supporting customers to engage with external agencies for their specific needs, working with these agencies to ensure a joint approach. The support offered at the scheme is underpinned by a holistic approach to individual situations which takes account of the customers' social networks, health and employability needs.</p>
<div style="border: 1px solid black; padding: 5px; margin-bottom: 5px;"> <p><b>Rent and Eligible Service Charge per week:</b> <b>£205.66 - £217.81 weekly</b></p> <p><b>Ineligible Service Charge</b> <b>£5.90 weekly</b></p> </div>	
Eligibility Criteria	Exclusions applies to under 18's, couples and people who have alternative accommodation available.
Staffing Arrangements	Staff are based between 3 buildings at Cabbell Road. The team consists of; Full Time Service Delivery Manager, 2 Housing Assistant Night Workers 6pm – 6am 7 days a week, 3 Project Workers 8.30am – 6.30pm Monday to Friday and 10am- 2pm weekends.
Referral Process	Notification of vacancies is sent to partner agencies who submit referrals to service. Customers can self-refer by presenting at the scheme door between 10am – 4pm Monday to Friday.
Activities available	Staff engage with customers to offer extra support around moving forward into independent living. Staff provide regular activities throughout the year. Activities provided by external agencies are available and customers are encouraged to get involved with the service and take part in scheme meetings geared toward organising activities or to make suggestions for introducing new options.

Can self-refer

**Norwich**  
**Aviary House,**  
**Crossways House,**  
**Hope House and**  
**Thorpe Road.**



[www.nhgggroup.org.uk](http://www.nhgggroup.org.uk)

<b>Support Service Provider</b>	Notting Hill Genesis
<b>Landlord Name</b>	Notting Hill Genesis
<b>Service Name</b>	Aviary House, Crossways House, Hope House & Thorpe Road
<b>Address</b>	Aviary House, 96 Aylsham Road, Norwich, Norfolk, NR3 2HZ. Crossways House, 15 College Road, Norwich, Norfolk, NR2 3JW. Hope House, 162 St Clements Hill, Norwich, Norfolk, NR3 4DG. Thorpe Road, 188/190 Thorpe Road, Norwich, Norfolk, NR1 1TJ.
<b>Telephone Number</b>	Aviary House – 01603 442026   Crossways House – 01603 442023 Hope House – 01603 442027   Thorpe Road – 01603 442024
<b>Contact</b>	Andy Moulton, Services Manager Mobile: 07733 113759 <a href="mailto:andy.moulton@genesisha.org.uk">andy.moulton@genesisha.org.uk</a>
<b>No. of Bed Spaces</b>	<b>Total 51</b> Aviary House 13, Crossways House 11, Hope House 13, Thorpe Road 14.
<b>Client Group(s)</b>	Single Male & Female Adults aged 18 Plus.
<b>Service Description</b>	The aim of the Aviary House, Hope House, Crossways House and Thorpe Road services is to provide excellent customer centred housing related support to single homeless people with support needs, taking a person centred & positive risk taking approach to enable customers to maintain and improve their independence, effectively manage & improve their personal safety & improve their social, emotional & mental wellbeing. The aim is to move clients on to more suitable accommodation to match their needs.
<b>Eligibility Criteria</b>	The support needs of the customers will range from being homeless, family/ relationship breakdown, mental health, learning disabilities, drug & alcohol misuse, victims of domestic violence & abuse, care leavers or offenders.
<b>Staffing Arrangements</b>	The Service Delivery Manager and Housing Assistant Night Workers provide night cover work between service locations. Each customer is allocated a Project Worker.
<b>Referral Process</b>	Via Bishopbridge House and/or the Pathways Team.
<b>Activities available</b>	Customers are supported to engage with the activities agreed in their Support Plans which will be carried out with the Support Assistant and Support Worker to achieve their planned outcomes and reviewed on a quarterly basis. There are close working relationships to partner agencies providing support in informal and formal activities, training and employability.

## South Norfolk

### Baynard House



[www.nhgggroup.org.uk](http://www.nhgggroup.org.uk)

Support Service Provider	Notting Hill Genesis
Landlord Name	Notting Hill Genesis
Service Name	Baynard House
Address	26 - 32 Norwich Road, Chedgrave, Norfolk, NR14 6BG
Telephone Number	01508 528797
Contact	Maureen Clarke, Lead Service Delivery Manager 07867 395429 <a href="mailto:Maureen.Clarke@genesisha.org.uk">Maureen.Clarke@genesisha.org.uk</a> Judith Gilby, Lead Project Worker, 07469 120898
No. of Bed Spaces	16 rooms and 5 self-contained flats.
Client Group(s)	Single homeless adults with support needs – ranging from being homeless, family/ relationship breakdown, mental health, learning disabilities, drugs & alcohol misuse, victims of domestic abuse, care leavers, offenders.
Service Description	The aim of the service is to provide support to customers to gain necessary skills to move on and maintain independent living, working on a personalised robust support plan and risk assessment with the customers to ensure their individual support needs are met. This also includes supporting customers to engage with external agencies for their specific needs, working with these agencies to ensure a joint approach.
	<div style="border: 1px solid black; padding: 5px;"> <p><b>Rent per week:</b> BH - £85.41</p> <p><b>Eligible Service Charge:</b> BH £106.45</p> <p><b>Service Charge:</b> BH £6.03</p> </div>
Eligibility Criteria	Single Males & Female Adults (18 +) Can accept referrals for clients with dogs subject to availability.
Staffing Arrangements	Staff work across both schemes 7 days per week from 08.30 to 20.00 on weekdays and for approximately 4 hours at each site on Saturdays, Sundays and public holidays. Out of hours Housing Assistant Night Workers are based at each scheme.
Referral Process	Notification of vacancies is sent to referral partner agencies and agencies can submit Housing Application Form (HAF) directly to the service.
Activities available	We offer a range of activities which are organized by staff. This ranges from learning new skills such as cooking or gardening through to social activities such as darts or pool competitions. Residents can also actively get involved in resident meetings and regional working groups in order to enhance the service that they receive. We also work closely with external agencies to provide further support for residents, this ranges from volunteering opportunities through to debt management.

South Norfolk  
Costessey

## Cannell Court



[www.nhgggroup.org.uk](http://www.nhgggroup.org.uk)

Support Service Provider	Notting Hill Genesis
Landlord Name	Notting Hill Genesis
Service Name	Cannell Court
Address	2A Roundwell Road, Costessey, Norwich, Norfolk, NR5 0PA
Telephone Number	Cannell Court - 01603 748134
Contact	Maureen Clarke, Lead Service Delivery Manager 07867 395429 <a href="mailto:Maureen.Clarke@genesisha.org.uk">Maureen.Clarke@genesisha.org.uk</a> Laura Clarke, Lead Project Worker <a href="mailto:Laura.Clarke@genesisha.org.uk">Laura.Clarke@genesisha.org.uk</a>
No. of Bed Spaces	14
Client Group(s)	Adults who are single homeless people with support needs – ranging from being homeless, family/ relationship breakdown, mental health, learning disabilities, drugs & alcohol misuse, victims of domestic violence & abuse, care leavers or offenders.
Service Description	The aim of the service is to provide support to customers to gain necessary skills to move on and maintain independent living, working on a personalised robust support plan and risk assessment with the customers to ensure their individual support needs are met. This also includes supporting customers to engage with external agencies for their specific needs, working with these agencies to ensure a joint approach.
Eligibility Criteria	Single Males & Female Adults (18 +).
Staffing Arrangements	The Lead Project Worker and Housing Assistant Night Cover work between both service locations. Each customer is allocated a Project Worker.
Referral Process	Notification of vacancies is sent to referral partner agencies and agencies can submit Housing Application Forms (HAF) directly to the service.
Activities available	Customers are supported to engage with the activities agreed in their Support Plans which will be carried out with the Support Assistant and Support Worker to achieve their planned outcomes and reviewed on a quarterly basis. There are close working relationships to partner agencies providing support in informal and formal activities, training and employability.

**South Norfolk, Diss**  
**Rush House, Irene**  
**Jacoby House,**  
**Matthew Court**



[www.nhgggroup.org.uk](http://www.nhgggroup.org.uk)

<b>Support Service Provider</b>	Notting Hill Genesis
<b>Landlord Name</b>	Notting Hill Genesis
<b>Service Name</b>	Diss Single Homeless Service
<b>Address</b>	Diss
<b>Telephone Number</b>	01379 641244
<b>Contact</b>	Maureen Clarke, Lead Service Delivery Manager 07867 395429 <a href="mailto:Maureen.Clarke@genesisha.org.uk">Maureen.Clarke@genesisha.org.uk</a> Angela Clarke, Service Delivery Manager 07909 897519
<b>No. of Bed Spaces</b>	26 across one service location Rush House 9 / Irene Jacoby House 8 / Matthew Court 9.
<b>Client Group(s)</b>	Single Homeless Adults (male and female) with support needs Aged 18+.
<b>Service Description</b>	The aim of the service is to provide excellent customer centred housing related support to single homeless people with support needs, taking a person centred & positive risk taking approach to enable customers to maintain and improve their independence, effectively manage & improve their personal safety & improve their social, emotional & mental wellbeing.
<b>Eligibility Criteria</b>	Single Males & Female Adults (18 +) with support needs ranging from being homeless, family/ relationship breakdown, Mental Health, Learning Disabilities, drugs & alcohol misuse, victims of domestic violence & abuse, Care Leavers or offenders.
<b>Staffing Arrangements</b>	The Service Delivery Manager and support staff work flexibly to provide full cover. Night cover is provided at each scheme from 20:00 – 08:00 each night.
<b>Referral Process</b>	Notification of vacancies is sent to referral partner agencies and agencies can submit Housing Application Forms (HAF) directly to the service <a href="mailto:diss@genesisha.org.uk">diss@genesisha.org.uk</a>
<b>Activities available</b>	Customers are supported to engage with the activities agreed in their Support Plans. The service works closely with key partner organisations to provide specialist, expert services and bring value to the support we provide to our customers. These include the local police and local drug and alcohol services and we have a close working relationship with South Norfolk District Council.

Norwich

**Hinde House**
[www.orwell-housing.co.uk](http://www.orwell-housing.co.uk)

<b>Support Service Provider</b>	Orwell Housing Association Ltd
<b>Landlord Name</b>	Orwell Housing Association Ltd
<b>Service Name</b>	Hinde House
<b>Address</b>	61 Bethel Street Norwich NR2 1NR.
<b>Telephone Number</b>	01603 625982
<b>Contact</b>	Alison Richards, Service Manager.
<b>No. of Bed Spaces</b>	31
<b>Client Group(s)</b>	16yrs +
<b>Service Description</b>	Hinde House is a Temporary Supported Housing Scheme that offers temporary accommodation in conjunction with a Support and Risk Management Package to Vulnerable Women aged 16 and over. The aim of the Service is to provide women with a safe and supportive environment where individuals are enabled to gain some stability and work towards independent living and planned resettlement.
<b>Eligibility Criteria</b> 	<ul style="list-style-type: none"> <li>· Female</li> <li>· Risk of homelessness</li> <li>· Fleeing Domestic Violence</li> <li>· Identified Housing and Support Needs</li> <li>· Aged 16 and over</li> </ul>
<b>Staffing Arrangements</b>	Hinde House is staffed 24hrs a day, with concierge/security staff during the night.
<b>Referral Process</b>	<p>Anyone can make a referral by calling Hinde House, or sending a completed Housing Application Forms (HAF) to 61 Bethel Street NR2 1NR. Referrals can be taken from Social Services, Local Authority Housing Departments, and other local advice agencies, such as MAP. Please call Hinde House for a Housing Application Forms (HAF) to refer.</p> <p>Hinde House 01603 625982/ Norwich City Council 0344 980 3333</p>
<b>Activities available</b>	Hinde House has its own Tenant Involvement worker, who facilitates in house projects, such as creative art and craft sessions, gardening project, pamper nights and much more. Hinde House also invites outside organisations in to Hinde House to provide activities such as Joy of Food and Leap. Hinde House is committed to involving clients to help shape and improve service delivery.

## King's Lynn The Purfleet Trust Training Houses



[www.purfleettrust.org.uk](http://www.purfleettrust.org.uk)

<b>Support Service Provider</b>	The Purfleet Trust
<b>Landlord Name</b>	The Purfleet Trust & Freebridge Community Housing
<b>Service Name</b>	Training House Pathway
<b>Address</b>	Pathway House. Austin Fields. King's Lynn. Norfolk. PE30 1PH.
<b>Telephone Number</b>	01553 767829
<b>Contact</b>	Peter Durrant Homeless Intervention Co-ordinator. Tel: 01553 767829 Email: <a href="mailto:peterdurrant@purfleettrust.org.uk">peterdurrant@purfleettrust.org.uk</a>
<b>No. of Bed Spaces</b>	22 beds over four houses plus 8 beds for complex needs*. Fully furnished. Shared communal facilities. * 8 beds for complex needs only available through internal referrals.
<b>Client Group(s)</b>	Male and Female Single Homeless Adults with low to medium to high support needs. Age 21+.
<b>Service Description</b>	A group of five training houses located in the Kings Lynn area. Regular bus route and within walking distance to town centre. A focus on developing skills related to tenancy management to achieve independent living and employability. Each tenant is allocated an Independent Living Coach who will encourage and enable the individual to attain their goals using relevant skills, training and experience. Tenants follow a programme that consists of mandatory and optional choice elements.
<b>Eligibility Criteria</b>	The coaching needs of the tenants will range from being homeless, family/relationship breakdown, mental health, learning disabilities, drug & alcohol misuse, victims of domestic violence & abuse, care leavers or offenders. Motivated to make lifestyle change.
<b>Staffing Arrangements</b>	Available daily including weekends, generally 9am – 5pm. Occasional out-of-hours as required.
<b>Referral Process</b>	Borough Council of Kings Lynn & West Norfolk. Professional organisations. Referral with current Risk Assessment and a face-to-face assessment by a panel.
<b>Activities available</b>	Tenants meet at least weekly and are encouraged to take an active part in the management of their respective Training House. Tenants work closely with their Independent Living Coach to acquire, develop and maintain the skills needed to manage a tenancy and to gain employment, training or education where appropriate. Goals and activities are agreed and worked towards. Close working relationships with partner agencies, statutory and non-statutory, enable links and opportunities with the community at large.

King's Lynn  
**The Purfleet  
 Trust Training  
 House** (female only)



[www.purfleettrust.org](http://www.purfleettrust.org)

<b>Support Service Provider</b>	The Purfleet Trust
<b>Landlord Name</b>	The Purfleet Trust & Freebridge Community Housing
<b>Service Name</b>	Training House Pathway
<b>Address</b>	Pathway House. Austin Fields. King's Lynn. Norfolk. PE30 1PH.
<b>Telephone Number</b>	01553 767829
<b>Contact</b>	Peter Durrant Homeless Intervention Co-ordinator. Tel: 01553 767829 Email: <a href="mailto:peterdurrant@purfleettrust.org.uk">peterdurrant@purfleettrust.org.uk</a>
<b>No. of Bed Spaces</b>	4 rooms. Fully furnished. Shared communal facilities.
<b>Client Group(s)</b>	Single Homeless Female Adults with low to medium to high support needs. Age 21+.
<b>Service Description</b>	A FEMALE ONLY training house located in Kings Lynn area. Regular bus route and within walking distance to town centre. A focus on developing skills related to tenancy management to achieve independent living and employability. Each tenant is allocated an Independent Living Coach who will encourage and enable the individual to attain their goals using relevant skills, training and experience. Tenants follow a programme that consists of mandatory and optional choice elements. Male visitors by prior arrangement only.
<b>Eligibility Criteria</b>	The coaching needs of the tenants will range from being homeless, family/relationship breakdown, mental health, learning disabilities, drug & alcohol misuse, victims of domestic violence & abuse, care leavers or offenders. Motivated to make lifestyle change.
 <b>Staffing Arrangements</b>	Available daily including weekends, generally 9am – 5pm. Occasional out-of-hours as required.
<b>Referral Process</b>	Borough Council of Kings Lynn & West Norfolk. Professional organisations. Referral with current Risk Assessment and a face-to-face assessment by a panel. Consideration given to gender of panel members.
<b>Activities available</b>	Tenants meet at least weekly and are encouraged to take an active part in the management of their respective Training House. Tenants work closely with their Independent Living Coach to acquire, develop and maintain the skills needed to manage a tenancy and to gain employment, training or education where appropriate. Goals and activities are agreed and worked towards. Close working relationships with partner agencies, statutory and non-statutory, enable links and opportunities with the community at large.

South Norfolk, Diss  
**Old Post Office,  
 Fairley House  
 Maltings**



[www.solohousing.org](http://www.solohousing.org)

Support Service Provider	Solo Housing
Landlord Name	Solo Housing (East Anglia) Ltd
Service Name	Old Post Office and Fairley House.
Address	32 Victoria Road, Diss, Norfolk, IP22 4HW.
Telephone Number	01379 650906 <a href="mailto:info@solohousing.org">info@solohousing.org</a>
No. of Bed Spaces	<b>23 in total</b> 7 in Old Post Office (hostel male only) / 6 in Fairley House (shared house male only) / 6 self-contained flats at Riverside Maltings / 3 beds plus 1 self-contained annex at Victoria Road (male or female).
Client Group(s)	Single homelessness with support needs.
Service Description	Housing Related Supported accommodation for single people for up to 18 months. Accommodation for single people with support needs which may include mental health, substance misuse, offending & tenancy sustainment. The accommodation is provided via a 7 bed hostel for medium to high needs, two shared houses (6 bed and 3 bed), 8 self-contained flats/ garden annex/self-contained house. Shared accommodation is for those with low to medium support needs and forms a transition from hostel accommodation to more independent living. The project is a gateway for independent living and we focus our work on helping residents to achieve their aspirations.
<div style="border: 1px solid red; padding: 5px; margin-bottom: 10px;"> <p><b>Weekly core rents range from £76.55 to £103.46 p/w</b></p> <p><b>Eligible Service Charges range from £104.77 to £135.30 p/w.</b></p> <p><b>Average top up for utilities £16.00 p/w where applicable</b></p> </div>	
Eligibility Criteria  	Applicants need to be: <ul style="list-style-type: none"> <li>✓ Over 18</li> <li>✓ Homeless or under threat of homelessness.</li> <li>✓ Have medium to high levels of support needs</li> <li>✓ No blanket exclusions apply</li> </ul>
Staffing Arrangements	Three full time members of staff, operate during office hours and Saturday mornings. Emergency on-call system available out of hours.
Referral Process 	Self or agency referral via a completion of an application form (Supported Housing Application Form) available via the website for download <a href="http://www.solohousing.org/downloads.html">http://www.solohousing.org/downloads.html</a> or by contacting our Head Office. Applications can be emailed or posted to Solo Head Office, 12a St Nicholas Street, Diss, IP22 4LB or email <a href="mailto:info@solohousing.org">info@solohousing.org</a>
Activities available	We aim to develop residents' capabilities to sustain themselves in this accommodation by addressing mental health, substance misuse or negative behaviour issues such as offending by working in tandem with specialist partner agencies.

## South Norfolk & Breckland Norfolk Visiting Support Services



[www.solohousing.org](http://www.solohousing.org)

Support Service Provider	Solo Housing
Landlord Name	Solo Housing (East Anglia) Ltd
Service Name	Norfolk Visiting Support Services
Address	12a St Nicholas Street, Diss, Norfolk, IP22 4LB
Telephone Number	01379 640 250
Contact	Alison Butcher, Senior Support Worker.
No. of Bed Spaces	42
Client Group(s)	Single homelessness men and women with support needs.
Service Description	<p>Housing Related Support Accommodation in Attleborough, Dereham, Diss, Harleston, Long Stratton, Thetford and Wymondham. For single men and women with support needs including mental health, substance misuse, offending and tenancy sustainment. Accommodation is either single self-contained or shared &amp; all properties are based in a community setting. The project is a gateway for independent living via Housing Related Support and a visiting service. The focus is on helping residents to achieve their aspirations.</p>
<p><b>Weekly core rents range from £73.00 to £112.20 p/w</b>  <b>Eligible service charges range from £116.43 to £133 per week.</b>  <b>Resident contributions towards utilities £6.50 to £9.00 p/w</b></p>	
<p>Eligibility Criteria</p>	<p>Applicant need to be:</p> <ul style="list-style-type: none"> <li>✓ Over 18</li> <li>✓ Homeless or under threat of homelessness.</li> <li>✓ Have low to medium levels of support needs</li> <li>✓ No blanket exclusions apply</li> </ul>
Staffing Arrangements	1 Senior Support Worker and 2.6 FT Support Workers to provide the visiting service. Emergency on call system available out of hours.
<p>Referral Process</p>	<p>Self or agency referral via a completion of an application form (Supported Housing Application Form) available via the website for download <a href="http://www.solohousing.org/downloads.html">http://www.solohousing.org/downloads.html</a> or by contacting our Head Office. Applications can be emailed or posted to Solo Head Office, 12a St Nicholas Street, Diss, IP22 4LB Tel 01379 640250 or email. <a href="mailto:info@solohousing.org">info@solohousing.org</a></p>
Activities available	We aim to develop residents' capabilities to sustain themselves in this accommodation by addressing mental health, substance misuse or negative behaviour issues such as offending, by working in tandem with specialist partner agencies.

Norwich

**Bishopbridge**

**House**



[www.stmartinshousing.org.uk](http://www.stmartinshousing.org.uk)

Support Service Provider	St Martins
Landlord Name	Broadland Housing Group
Service Name	Bishopbridge House
Address	45 William Kett Close, Norwich, NR1 4FD
Telephone Number	01603 666563
Contact	Maria Pratt – Head of Homeless Services
No. of Bed Spaces	30
Client Group(s)	Single homeless 18yrs +
Service Description	Direct access and resettlement hostel for single homeless. We provide temporary, short term accommodation (under 2 months) or until suitable alternative accommodation becomes available. Using a person centred approach we support residents to address identified support needs by referring and engaging them with community based support.
Eligibility Criteria	Homeless: Verified as a rough sleeper or vulnerably housed. 18yrs +. Male and female. Assessed as having no other housing option available or access to a higher level of care and support. Bishopbridge House is a high tolerance hostel; we can accept people with active addiction to drugs/alcohol.
Staffing Arrangements	24hr waking staff.
Referral Process	Pathways Norwich.
Activities available	Each resident will have a named link worker who can encourage them to create links with education, training and employment. St Martins Housing Trust also run Under1Roof a resource centre for our clients and ex clients, based in Westwick Street Norwich – providing informal activities and formal learning in health, wellbeing, independent living, budgeting, tenancy skills, IT, Art, Dance and Music.

Can self-refer

Norwich

## Dibden Road



[www.stmartinshousing.org.uk](http://www.stmartinshousing.org.uk)

Support Service Provider	St Martin's
Landlord Name	Broadland Housing Group
Service Name	Dibden Road Hostel
Address	2 Dibden Road, Norwich, NR3 4SN.
Telephone Number	01603 413820
Contact	Maria Pratt, Head of Homeless Services.
No. of Bed Spaces	18
Client Group(s)	Single males over the age of 18.
Service Description	Providing opportunities to improve independence, skills, confidence and self-esteem via a programme of positive engagement that identifies and develops each individuals personal and social assets thereby improving prospects for permanent employment, permanent accommodation and integration into a wider community.
Eligibility Criteria	Males, Aged 18+ with an expectation that those seeking accommodation are prepared to engage with the support provided.
Staffing Arrangements	24 hour cover all year. Support provided by key worker and link worker.
Referral Process	Pathways Norwich.
Activities available	<p>There are IT training facilities, a communal kitchen where residents can learn cooking skills and cook together, a television lounge, open dining area and recreational facilities.</p> <p>We work closely with other agencies to provide on-site support and advice services to support our residents on their journey to independence. Some of the services available at Dibden Road include: employment support opportunities, health and wellbeing services.</p>



# Norwich

## John Drake House



[www.ymcanorfolk.org](http://www.ymcanorfolk.org)

Support Service Provider	YMCA NORFOLK
Landlord Name	YMCA Norfolk
Service Name	John Drake House
Address	10 Winalls Yard, Norwich, Norfolk, NR1 3GX
Telephone Number	01603 877950
Contact	Damien Woolston – Manager. Ben Hampton – Senior Engagement Worker.
No. of Bed Spaces	36 en-suite rooms, 2 Assessment Rooms.
Client Group(s)	Young People Low, Medium and High Need.
Service Description	Norwich central provides young people with a safe home and a stepping stone towards independent living. Young people receive a high level of staff support. Each young person is allocated a support worker who works closely with them to assess their needs and develop a tailored plan to help them progress towards independent living. Housing Staff provide a wide ranging service including assisting with benefits, completing forms and applications, budgeting right through to developing social skills and coping with trauma. Breakfast and a dinner meal are provided to all young people. Living in central is about being safe and part of a community, learning new things and having an opportunity to create a brighter future.
Eligibility Criteria	Single homeless young people (male and female) aged 16-24 years old.
Staffing Arrangements	24 hour staffed service Housing related support between 7.45am -10.15 pm Overnight Housing Management 9.45pm-7.45am All young people have a designated Support Worker.
Referral Process	Entry via Housing Application Forms (HAF) referrals from Local authority partner agencies. Entry via internal applications from other YMCA Housing services.
Activities available	YMCA Life ready team are based at John Drake House and provide activities daily throughout the week for our young people. Employability workshops, tenancy courses, health and wellbeing courses, Physical activities on site and off site, day trips out, Breakfast clubs, cooking sessions, Kayaking, self-defence and street life soccer, gardening as well as opportunities to volunteer in our café Stepping Stones.

**Please contact the service directly for costs**



## Norwich

## My Place

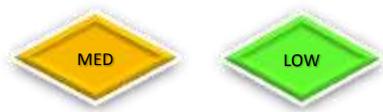

[www.ymcanorfolk.org](http://www.ymcanorfolk.org)

Support Service Provider	YMCA NORFOLK
Landlord Name	YMCA
Service Name	My Place
Address	62 Bethel Street, Norwich, NR2 1NR
Telephone Number	01603 620269
Contact	Nico Van Rooyen, Housing Manager, My Place.
No. of Bed Spaces	40 self-contained, self-catering flats / fully furnished accommodation.
Client Group(s)	Young Adults with low to medium risk needs. Male/ Female 16 to 25 year olds.
Service Description	Move on accommodation with housing related support providing the development of independent living skills through provision of housing related support and progression towards independent living with regard to future aspiration, fulfilment and long term life plans.
<div style="border: 1px solid red; padding: 5px; color: red; text-align: center;"> <b>Please contact the service directly for costs</b> </div>	
Eligibility Criteria  	Tenants moving on from other supported accommodation towards independence / Low tolerance for alcohol and substance misuse / Applicants with higher support needs may be considered with support packages from external agencies for example Together UK, Probation Service / Young people who are looked after or leaving care.
Staffing Arrangements	Property coordinators managing the scheme 24/7 365 days a year Provision of support between 9am-9pm Allocated Support Worker.
Referral Process	Entry via Housing Application Forms (HAF) referrals from Local Authority partner agencies. Entry via internal applications from other YMCA Housing services.
Activities available	Engaging with meaningful use of time including training, education and employment. Tenancy Management Skills. Budgeting and financial management. Safe and secure accommodation. Tenant involvement opportunities. Programme of positive activities. Community Living.

# Kings Lynn Community Housing



[www.ymcanorfolk.org](http://www.ymcanorfolk.org)

Support Service Provider	YMCA NORFOLK
Landlord Name	YMCA
Service Name	Community Housing King's Lynn
Address	58 Woolstencroft Avenue, Kings Lynn, Norfolk PE30 2PB.
Telephone Number	01553 750131 / 750132
Contact	Nadine Mallett – Community Housing Manager.
No. of Bed Spaces	19
Client Group(s)	Young Adults Low to Medium Need.
Service Description	<p>Woolstencroft Avenue has a very homely feel with a large garden. Staff are here to support young people in their tenancy and gain confidence to eventually live independently. All residents cook and clean together as part of their training and support plans. All rooms have bed, chest of drawers, bedside cabinet and wardrobe. There is a shared kitchen and bathrooms.</p>
<div style="border: 1px solid red; padding: 5px; color: red; text-align: center;"> <p><b>Please contact the service directly for costs</b></p> </div>	
Eligibility Criteria 	Age range 18 – 25.
Staffing Arrangements	The service is staffed from 8.00am to 10.00pm.
Referral Process	Self-Referral / Genetic Referral Form / Housing Application Forms (HAF) / Borough Council of King's Lynn and West Norfolk Referral Form.
Activities available	Engaging with meaningful use of time including training, education and employment. Tenancy Management Skills. Budgeting and Financial Management. Safe and Secure Accommodation. Tenant Involvement Opportunities. Programme of Positive Activities. Community Living.

# Norwich Community Housing



[www.ymcanorfolk.org](http://www.ymcanorfolk.org)

Support Service Provider	YMCA NORFOLK
Landlord Name	YMCA
Service Name	Community Housing, Norwich.
Address	2 Throckmorton Yard, Magdalen Street, Norwich NR3 1PJ.
Telephone Number	01603 662455
Contact	Sharon Greener – Housing Manager. Carly Scott – Senior Engagement Worker.
No. of Bed Spaces	Approx 45.
Client Group(s)	Young People with Low to Medium Risk/ Need. Male and Female 16-25 years old.
Service Description	<p>We are a housing service that provides intensive tenancy management support within a variety of mixed housing – from shared community houses, workers housing, single person flats and supported lodgings. Our service is a move-on facility where we support young people in preparation for them successfully living independently.</p> <p><b>Community Housing</b> - Young people have their own bedroom with communal kitchen, living room and bathroom. Our engagement workers provide intensive housing management functions which include facilitating clients around maximising their income, budget advice, maintaining a tenancy. They facilitate and monitor site visits from contractors and other visitors/professionals. Staff also arranges aids and adaptations and carry out health, safety and risk assessments of properties.</p> <p><b>Supported Lodgings</b> - Young people have their own bedroom within a family home. They are mentored with practical living skills and generally supported around life skills which they would have gained in the average family home.</p>

**Please contact the service directly for costs**

<p><b>Eligibility Criteria</b></p> 	<p><b>Community Housing</b> – Low to medium need clients moving on from other services where they have already shown positive steps in living semi independently. Referrals from external partners deeming the client at a stage of moving towards independence.</p> <p><b>Supported Lodgings</b> – Clients needing more support within a family home. This facility is especially suitable for care leavers or young people needing that bit of extra help.</p>
<p><b>Staffing Arrangements</b></p>	<p>Community Housing - The service is staffed from 9am to 8pm Monday to Friday and from 10am to 6pm Saturdays. (No one on site Sundays). Supported Lodgings – As this is living in someone else’s home, this facility is 24/7.</p>
<p><b>Referral Process</b></p>	<p>Via Housing Application Forms (HAF) from external partners (Inc.: local council, social services etc.), self-referrals or internal move-on.</p>
<p><b>Activities available</b></p>	<p>Engaging with external and internal positive activities. Meaningful use of time around training, workshops, health, fitness &amp; wellbeing, tenant involvement activities, education and employment, tenancy mentoring.</p>

# Norwich

## Umbrella

### Housing



[www.ymcanorfolk.org](http://www.ymcanorfolk.org)

Support Service Provider	YMCA NORFOLK
Landlord Name	YMCA Norfolk
Service Name	YMCA Umbrella Housing
Address	11 Unthank Road, Norwich, NR2 2PA.
Telephone Number	01603 618527
Contact	Martin Rye - Housing Manager.
No. of Bed Spaces	26 flats ranging from 1-3 bedrooms.
Client Group(s)	16 – 25 Single parents priority group, and will consider up to 30 year old single parents.
Service Description	<p>Accommodation offering intensive housing management for homeless single parents. Move-on help and connecting with support in the community.</p> <p>Also offers bespoke support delivered by YMCA Families team when funded by Social Services. Accommodation is in 1 to 3 bed flats in dispersed sites across Norwich.</p>
Eligibility Criteria	<p>Single parent who is homeless or at risk of being homeless. Low risk unless a support package is funded allowing additional support to mitigate the risk, is agreed and funded.</p>
Staffing Arrangements	1 Full time Property Coordinator, 1 part time Engagement Worker and 1 part time Manager.
Referral Process	Via agency and Norwich City Council using Housing Application Forms (HAF).
Activities available	Volunteer services running activities and community engagement.

**Please contact the service directly for costs**



- Gallery



## Useful organisations and websites

### Citizens Advice Bureau

[www.citizensadvice.org.uk](http://www.citizensadvice.org.uk) [www.citizensadvice.org.uk/local/norfolk](http://www.citizensadvice.org.uk/local/norfolk)

Phone 03444 111 444

*We provide free, confidential and impartial advice and campaign on big issues affecting people's lives. Our goal is to help everyone find a way forward, whatever problem they face. We're an independent charity and part of the Citizens Advice network across England and Wales.*

### City Reach

*City Reach Health Services is a team of NHS doctors, nurses and support workers helping people who find it difficult to access mainstream health services, for whatever reason, to get the care they need either at the City Reach Clinic, at our outreach clinics, or by helping people get to appointments at a hospital or other clinics in Norwich. The service specifically prioritises Homeless people, People at risk of homelessness, People staying in hostels, refuge or temporary accommodation, Gypsies and Travellers, Refugees and Asylum Seekers, Sex Workers, People with 'No Recourse to Public Funds, People leaving prison. Contact: City Reach Health Services, Under 1 Roof, Westwick Street, Norwich NR2 4SZ  
Freephone: 0800 0287174 Tel: 01603 612481 Fax: 01603 883420 Email: [city.reach@nhs.net](mailto:city.reach@nhs.net)  
Contact us: Monday-Friday 9am-5pm. Out-of-hours: GP Out-of-Hours Service: Monday to Friday 6.30pm-8am and all day at weekends and bank holidays. Tel: 01603 488488.*

### Crisis

[www.crisis.org.uk](http://www.crisis.org.uk)

*Crisis is the UK national charity for single homeless people. The charity offers year-round education, employment, housing and well-being services from centres in London, Newcastle, Oxford, Edinburgh and Merseyside, called Crisis Skylight Centres.*

### Equal Lives

[www.equalives.org.uk](http://www.equalives.org.uk)

*Equal Lives is led by people who face disabling barriers and is dedicated to making your voice heard. We support people to empower themselves to live independent lives. Our aim is to give you the support you need to live your own life and to remove disabling barriers. We are very involved in campaigning on issues that affect you to try and influence policy decisions. We're also here to provide support and information for the day to day tasks of living. Whether you need to employ a personal assistant, find out what benefits you're able to receive or you need help or advice for caring for an elderly friend or relative we are here to help.*

### The Feed

[www.thefeed.co.uk](http://www.thefeed.co.uk) 01603 627841

*A local social enterprise and charitable foundation, tackling poverty and social exclusions brought on by homelessness, housing needs, long term unemployment and other social barriers. Through a café and training academy The Feed supports people to gain new skills and qualifications and get nearer to the job market.*

### Homeless Link

[www.homeless.org.uk](http://www.homeless.org.uk)

*We are the national membership charity for organisations working directly with people who become homeless in England. We work to make services better and campaign for policy change that will help end homelessness. Search for homelessness accommodation, advice and support services in England.*

[www.homeless.org.uk/facts/homelessness-support-in-england](http://www.homeless.org.uk/facts/homelessness-support-in-england)

**Mancroft Advice Project**

Youth Information, Advice and Counselling centre offering support to young people in Norfolk aged 11 to 25. Drop-in centres in Norwich & Great Yarmouth and hubs and schools across Norfolk.

Tel: 01603 766994 <https://www.map.uk.net> Email: [info@map.uk.net](mailto:info@map.uk.net)

**The National Domestic Violence Helpline (24 hours)**

If someone is fleeing domestic violence, please contact: 0808 2000 247.

**The 4women Resource Centre**

Support for women currently serving community orders with the Criminal Justice System. The centre offers a range of positive activities linked into health and wellbeing, developing social skills and helping women to reduce their risk of reoffending. [4WomenReception@homgeroup.org.uk](mailto:4WomenReception@homgeroup.org.uk) Tel: 03001 317983

**Norwich Community Advice Network (NCAN)**

[www.norfolkcan.org.uk](http://www.norfolkcan.org.uk)

The Norfolk Community Advice Network (NCAN) is a Big Lottery funded project set up to improve access to free, high quality social welfare advice, information, advocacy, and representation services for those living or working in Norfolk.

**Norfolk Community Law Service (NCLS)**

[www.ncls.co.uk](http://www.ncls.co.uk)

We are a registered charity dedicated to providing access to justice and equality in Norfolk. All our services are free, independent and confidential. Our funding comes from grants and donations - we do not charge our clients for our services. Interpreters are available by arrangement.

Our flagship service is Free Legal Advice which covers general legal matters, family and employment. This is available in Norwich, Cromer and Great Yarmouth. See the menu for more details and for information about our other services.

**The Purfleet Trust**

<http://www.purfleettrust.org.uk/about-us/>

Providing services to homeless people in King's Lynn. Services include housing advice to help people find accommodation, support to help them maintain their tenancies, and a Health and Wellbeing Centre providing a daily hot meal and the opportunity to gain some essential life skills.

**Shelter**

[www.shelter.org.uk](http://www.shelter.org.uk) 0344 515 1860

At the Shelter offices in Norwich, you can receive free expert advice on a great range of housing issues. From disrepairs and landlord disputes to guidance on housing rights and resources to help you understand your housing situation. Our legal advisers can also offer support and guidance to help you understand housing law and offer support in court to those entitled to legal aid. Please call for more information, or to make an appointment.

**StreetLink**

[www.streetlink.org.uk](http://www.streetlink.org.uk) 0300 500 0914

*StreetLink is a website that enables the public to alert local authorities in England and Wales about people sleeping rough in their area. This service offers the public a means to act when they see someone sleeping rough, and is the first step someone can take to ensure rough sleepers are connected to the local services and support available to them. The service is funded by Government as part of its commitment to end rough sleeping. The details you provide will be sent to the local authority, so they can help connect the person to local services and support.*

**St Giles Trust**

<https://www.stgilestrust.org.uk/>

*St Giles Trust is a charity helping people facing severe disadvantage to find jobs, homes and the right support they need. We help them to become positive contributors to local communities and wider society. We passionately believe everybody is capable of changing their lives. Our mission is to help our clients achieve this through offering support from someone who has been there. Our peer-led services form the backbone of our work. Contact us on [info@stgilestrust.org.uk](mailto:info@stgilestrust.org.uk) or 02077098000*

**Under1Roof**

<http://www.stmartinshousing.org.uk/departments/under-one-roof>

*A Training and Development Centre which runs positive activities – informal and formal learning to support people experiencing homelessness with health and wellbeing, tenancy skills and skills for independent living and provide employment support. Contact: 100/102 Westwick Street, Norwich, NR2 4SZ Tel; (01603) 699150*

**Your Own Place**

[www.yourownplace.org.uk](http://www.yourownplace.org.uk) 01603 611910 Mobile: 07530 028446

*The aim of Your Own Place is to prevent homelessness. We offer Tenancy & Independent Living Skills (TILS) training 1-2-1 and in small groups as well as and support services including Employment Support, Volunteer Tenancy Mentors and training for housing workers to enable young people make the successful transition to independent living. We work tirelessly with local and national partners to bring about the most innovative as well as cost-effective solutions to youth homelessness. Email: [rebecca@yourownplace.org.uk](mailto:rebecca@yourownplace.org.uk)*