

# Supporting People in Thurrock

## Directory of Services

# Housing Services - Supporting People Service Directory

The Supporting People Service Directory is a list of service providers that are funded by the Supporting People grant.

The service directory has been set up so that you can access information about services easily. The directory contains information about the service, the type of support provided and information on how to get the service.

There are different types of support offered:

- **Floating**

Floating support is where a person visits you where you live to help with things like:-

- Access to benefits
- Financial advice and managing debts
- Learning about social, domestic and life skills
- Help you to make use of other support and advice available in the community

- **Accommodation based support**

In accommodation based services, support is linked to specific accommodation, for example, a warden based on-site in a sheltered housing scheme or a support worker in a homeless hostel / independent living scheme.

## Providers by user group

Service User Group	Page Number	Provider/ Service Name
Handy man Service for Older or Disabled People	Page 4	Papworth Trust Home Solutions
Older People	Page 5	Brentwood Branch (CWL) Housing Association – St Anne’s
Homeless Families	Page 6 & 9	Family Mosaic Housing Association - - Charles Street - Homeless Early Intervention Service
People with Learning Disabilities	Page 7, 8 & 9	Family Mosaic Housing Association – - Devon House - Lloyd House - Metcalfe House - Adult Disabilities Floating Support
Single Homeless & Young People at Risk	Page 9, 10 & 11	Family Mosaic Housing Association – - Homeless Early Intervention Service - Single Homeless Service - Accommodation and Floating Support
Mental Ill Health	Page 12	Richmond Fellowship – Thurrock Mental Health Service
Teenage Parents	Page 13	Sanctuary Housing Group - Ruth House
Support for women and girls over 13 years old who have experienced or are experiencing sexual violence	Page 15	South Essex Rape and Incest Crisis Centre (SERICC)
Women and children fleeing or suffering domestic violence and abuse	Page 16	Thurrock Women’s Refuge (T.W.R)

## Papworth Trust Home Solutions

<b>Service name</b>	Papworth Trust Home Solutions
<b>Who is the service for?</b>	Older People, Disabled or Vulnerable Individuals
<b>Service description</b>	Home Improvement Agency. Offers advice and practical assistance with Home Repairs, Renovations and Adaptations. Also offers advice and a range of practical measures with regard to Independent Living, Home Safety & Security.
<b>Eligibility criteria</b>	<b>Primary</b> - Older people with support needs (60+). <b>Secondary</b> - People with physical or sensory disability (All age groups)
<b>How to get the service</b>	Self Referral / <a href="#">Social Services</a> / <a href="#">Housing</a> / <a href="#">Health</a> / Non Statutory Agency i.e. <a href="#">Citizens Advice Bureau</a>
<b>Self referral contact details</b>	Handyman service requests - 0300 3336543  Home Improvement Agency core requests - 01702 465182

## Brentwood Branch (CWL) Housing Association

<b>Service name</b>	<u>St Anne's</u>
<b>Who is the service for?</b>	Older People
<b>Service description</b>	Permanent sheltered housing for the elderly
<b>Eligibility criteria</b>	Older people (60+) with support needs/Single or Couples without children.
<b>How to get the service</b>	Self Referral / <a href="#">Social Services</a> / <a href="#">Housing</a>
<b>Self referral contact details</b>	Number - 01702 510523  Email – pam.potter@brentwoodcwl.co.uk

## Family Mosaic Housing Association

<b>Service name</b>	<a href="#">Charles Street</a>
<b>Who is the service for?</b>	Homeless Families with Support Needs
<b>Service description</b>	Accommodation based service.
<b>Eligibility criteria</b>	<p><b>Primary</b> – Homeless families with support needs (all age groups).  <b>Secondary</b> – single homeless people with support needs (all age groups).  <b>Service User Exclusions</b> – people with pets.</p>
<b>How to get the service</b>	<a href="#">Housing</a> – Homeless Department
<b>Service name</b>	<a href="#">Generic Floating Support</a>
<b>Who is the service for?</b>	People with general housing support needs
<b>Service description</b>	The floating support service provides visiting support for up to 2 years to assist people to maintain their tenancy and live independently in the community. Staff will provide support tailored to an individual's needs.
<b>Eligibility criteria</b>	People with general housing support needs. <b>Service user exclusions</b> - No specific exclusions, decided on a case by case basis. Applicants need to be 16+.
<b>How to get the service</b>	Probation / Care Trust / <a href="#">Social Services</a> / <a href="#">Housing</a> / <a href="#">Health</a> / Non Statutory Agency i.e. <a href="#">Citizens Advice Bureau</a>
<b>Self referral contact details</b>	Number - 01268 498500 Fax – 01268 498501

<b>Service name</b>	<u><a href="#">Devon House</a></u>
<b>Who is the service for?</b>	Adults with Disabilities
<b>Service description</b>	Devon House is located in South Ockendon and consists of 6 X 1 bed self contained flats, 2 X 2 bed flats and a staff sleep over facility for adults with disabilities. The flats provide independent living with on site support to enable adults with disabilities to gain the skills needed to live independently in the community. There is a housing support worker on site across the 24 hour period.
<b>Eligibility criteria</b>	Adults with disabilities (all age groups) Single people and couples without children. <b>Service user exclusions</b> - No specific exclusions, decided on a case by case basis
<b>How to get the service</b>	<u><a href="#">Social Services</a></u> / <u><a href="#">Housing</a></u> / <u><a href="#">Health</a></u> / Self Referral
<b>Self referral contact details</b>	Number – 01268 498500 Fax – 01268 498501
<b>Service name</b>	<u><a href="#">Lloyd House</a></u>
<b>Who is the service for?</b>	Adults with disabilities
<b>Service description</b>	Lloyd House is a supported housing scheme for adults with disabilities. The scheme consists of 8 self contained 1 bedroom flats. The aim of the scheme is to enable people to live safely in the community and have the opportunity to develop independent living

<p><b>Eligibility criteria</b></p> <p><b>How to get the service</b></p> <p><b>Self referral contact details</b></p>	<p>skills.</p> <p>Adults with disabilities (All age groups). Single people and couples without children. <b>Service user exclusions</b> - No specific exclusions, decided on a case by case basis</p> <p>Adults with disabilities section in Social Services/Housing/Health/Self Referral</p> <p>Number – 01268 498500 Fax – 01268 498501</p>
<p><b>Service name</b></p> <p><b>Who is the service for?</b></p> <p><b>Service description</b></p> <p><b>Eligibility criteria</b></p> <p><b>How to get the service</b></p> <p><b>Self referral contact details</b></p>	<p><u><a href="#">Metcalf House</a></u></p> <p>Adults with disabilities</p> <p>Metcalf House is located in Stanford le Hope and consists of 4 x 1 bed self contained flats with access to staff in nearby scheme for adults with disabilities. The flats provide independent living with visiting support to enable adults with disabilities to gain the skills needed to live independently in the community. Housing support workers visit the tenants depending on their individual assessed needs.</p> <p>Adults with disabilities (all age groups). Single people and couples without children. <b>Service user exclusions</b> – No specific exclusions: decided on a case by case basis.</p> <p>Adults with disabilities section in Social Services/Housing/Health/Self Referral</p> <p>Number – 01268 498500 Fax – 01268 498501</p>

<b>Service name</b>	<a href="#"><u>Adult Disabilities Floating Support</u></a>
<b>Who is the service for?</b>	Adults with Disabilities
<b>Service description</b>	The Floating Support Service provides visiting support to adults with disabilities to maintain their tenancy and live independently in the community.
<b>Eligibility criteria</b>	Adults with disabilities (all age groups) Single people and couples without children. <b>Service user exclusions</b> - No specific exclusions, decided on a case by case basis
<b>How to get the service</b>	<a href="#"><u>Social Services</u></a> / <a href="#"><u>Housing</u></a> / <a href="#"><u>Health</u></a> / Self Referral
<b>Self referral contact details</b>	Number – 01268 498500 Fax – 01268 498501

<b>Service name</b>	<a href="#"><u>Homeless Early Intervention Service</u></a>
<b>Who is the service for?</b>	Families and Single People with support needs
<b>Service description</b>	Early intervention floating support service for families at risk of homelessness
<b>Eligibility criteria</b>	Homeless Families with support needs and Single Homeless with support needs. <b>Service user exclusions</b> - No specific exclusions, decided on a case by case basis.
<b>How to get the service</b>	<a href="#"><u>Social Services</u></a> / <a href="#"><u>Housing</u></a> / <a href="#"><u>Health</u></a> / Probation/ Self Referral
<b>Self referral contact details</b>	Number – 01268 498500 Fax – 01268 498501

<b>Service name</b>	<a href="#">Mediation Service</a>
<b>Who is the service for?</b>	Young People at Risk
<b>Service description</b>	Mediation service for young people at risk
<b>Eligibility criteria</b>	Young People at risk 16-17 <b>Service user exclusions</b> - No specific exclusions, decided on a case by case basis.
<b>How to get the service</b>	<a href="#">Social Services</a> / <a href="#">Housing</a> / <a href="#">Health</a> / Self Referral
<b>Self referral contact details</b>	Number – 01268 498500 Fax – 01268 498501

<b>Service name</b>	<a href="#">Single Homeless Service</a>
<b>Who is the service for?</b>	Single Homeless with support needs and Young People at risk
<b>Service description</b>	Supported Accommodation for single homeless people with support needs and young people at risk Service user exclusions - No specific exclusions, decided on a case by case basis.
<b>Eligibility criteria</b>	Single homeless people with support needs or young people at risk aged 16-64.
<b>How to get the service</b>	<a href="#">Social Services</a> / <a href="#">Housing</a> / <a href="#">Health</a> / Probation / Self Referral
<b>Self referral contact details</b>	Number – 01268 498500 Fax – 01268 498501

<b>Service name</b>	<u><a href="#">Single Homeless Service – Floating Support Service</a></u>
<b>Who is the service for?</b>	Single Homeless with support needs and Young People at risk
<b>Service description</b>	Resettlement and floating support service for single homeless people with support needs, young people at risk and young people leaving care. Service user exclusions - No specific exclusions, decided on a case by case basis.
<b>Eligibility criteria</b>	Single homeless people with support needs or young people at risk aged 16-64.
<b>How to get the service</b>	<u><a href="#">Social Services</a></u> / <u><a href="#">Housing</a></u> / <u><a href="#">Health</a></u> / Probation / Self Referral
<b>Self referral contact details</b>	Number – 01268 498500 Fax – 01268 498501

## Richmond Fellowship

<b>Service name</b>	<u>Thurrock Mental Health Service</u>
<b>Who is the service for?</b>	People experiencing mental ill-health
<b>Service description</b>	Accommodation based service with floating / resettlement / outreach support
<b>Eligibility criteria</b>	<b>Primary</b> – People aged 18-64 who are experiencing mental ill-health. <u>Accommodation Based Service</u> - Single people and couples without children. <u>Floating Support</u> - All household groups. <b>Service user exclusions</b> – No specific exclusions: decided on a case by case basis.
<b>How to get the service</b>	Care Trust / Health / <u><a href="#">Social Services</a></u> / <u><a href="#">Housing</a></u>

## Sanctuary Housing Group

<b>Service name</b>	<a href="#"><u>Teenage Parent Accommodation Service</u></a>
<b>Who is the service for?</b>	Teenage Parents
<b>Service description</b>	Accommodation based service
<b>Eligibility criteria</b>	<b>Primary</b> - Teenage parents (16-25 years). <b>Secondary</b> - Single Homeless with Support needs (16-25 years). <b>Service user exclusions</b> - serious offenders or women with dependent children over a specific age.
<b>How to get the service</b>	Accepts emergency referrals / Self referral / <a href="#"><u>Social Services</u></a> / <a href="#"><u>Housing / Health</u></a> / Non Statutory Agency i.e. <a href="#"><u>Citizens Advice Bureau</u></a> .
<b>Self referral contact details</b>	Address - 93 William Street, Grays, RM17 6DZ Number - 01375 394668

<b>Service name</b>	<a href="#"><u>Teenage Parent Floating Support</u></a>
<b>Who is the service for?</b>	Teenage Parents
<b>Service description</b>	Floating Support Service - Housing - related support service for teenage parents (16-25 years) delivered into their own homes in the community.
<b>Eligibility criteria</b>	<b>Primary</b> - Teenage parents (16-25 years). <b>Secondary</b> - Single Homeless with Support needs (16-25 years). <b>Service user exclusions</b> - serious offenders or women with dependent children over a specific age.
<b>How to get the service</b>	Accepts emergency referrals / Self referral / <a href="#"><u>Social Services</u></a> / <a href="#"><u>Housing</u></a> /

[Health](#) / Non Statutory Agency i.e.  
[Citizens Advice Bureau](#).

**Self referral contact details**

Address - 93 William Street, Grays,  
RM17 6DZ  
Number - 01375 394668

## South Essex Rape and Incest Crisis Centre (SERICC)

<b>Service name</b>	<u>South Essex Rape and Incest Crisis Centre (SERICC)</u>
<b>Who is the service for?</b>	Support for girls over 13 years old and Women. Information and support for family members, friends, colleagues, etc.
<b>Service description</b>	Floating Support Service
<b>Eligibility criteria</b>	<b>Primary</b> - Women and girls (13+) who have experienced or are experiencing sexual violence. <b>Secondary</b> - Women who have mental ill health as a result of sexual violence. <b>Service user exclusions</b> – serious offenders / people with dementia.
<b>How to get the service</b>	Health / Housing / Probation / Self Referral / Social Services Department / Non Statutory Agency e.g. Citizens Advice Bureau
<b>Self referral contact details</b>	Phone 01375 380609 to access counselling support and advocacy service. Helpline - Wed 10-12om, Thursday 12-4pm, Sat 10-1pm. Answerphone outside helpline times. One to one counselling by appointment only.

## Thurrock Women's Refuge

<b>Service name</b>	<u>T.W.R.</u>
<b>Who is the service for?</b>	Women and children fleeing or suffering domestic violence and abuse
<b>Service description</b>	Temporary, crisis accommodation and Floating Support Service
<b>Eligibility criteria</b>	Open to any women, with or without children, who is or has suffered domestic violence or abuse
<b>How to get the service</b>	Self referrals. Accepts emergency referrals / <a href="#">Social Services</a> / <a href="#">Housing</a> / <a href="#">Health</a> / Non Statutory Agency i.e. <a href="#">Citizens Advice Bureau</a> / Care Trust / Probation
<b>Self referral contact details</b>	Contact 01375 845899 - 24 hours a day, 365 days a year.

## Contact List

<b>- Thurrock Council Sheltered Accommodation - Thurrock Community Alarm Service</b>	<b>01375 652880</b>	<a href="mailto:housing@thurrock.gov.uk"><u>housing@thurrock.gov.uk</u></a>
<b>Lettings &amp; Homelessness</b>	<b>01375 652820</b>	<a href="mailto:housing@thurrock.gov.uk"><u>housing@thurrock.gov.uk</u></a>
<b>Social Care Services Emergency Duty Service</b>	<b>01375 652675 01375 372468</b>	<a href="mailto:social.care@thurrock.gov.uk"><u>social.care@thurrock.gov.uk</u></a>
<b>Probation</b>	<b>01375 372468</b>	
<b>Citizens Advice Bureau</b>	<b>0870 1264034</b>	<a href="mailto:bureau@thurrockcab.org.uk"><u>bureau@thurrockcab.org.uk</u></a>
<b>Women's Aid</b>	<b>0808 2000247</b>	<a href="mailto:helpline@womensaid.org.uk"><u>helpline@womensaid.org.uk</u></a> <a href="mailto:info@womensaid.org.uk"><u>info@womensaid.org.uk</u></a>
<b>Welfare Rights Service</b>	<b>01375652673</b>	<a href="mailto:welfarerights@thurrock.gov.uk"><u>welfarerights@thurrock.gov.uk</u></a>

If you have any questions about this booklet or any other aspects of Supporting People, then please contact us-

Telephone - 01375 652765

Email – Supporting.People@thurrock.gov.uk

Website – [www.thurrock.gov.uk/housing/supportingpeople](http://www.thurrock.gov.uk/housing/supportingpeople)