

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 an homeless hostel / independent living scheme.

Providers by user group

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Anchor Staying Put

Service name	<u>Anchor Staying Put</u>
Who is the service for?	Older People, Disabled or Vulnerable Individuals
Service description	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.
Eligibility criteria	Primary - Older people with support needs (60+). Secondary - People with physical or sensory disability (All age groups)
How to get the service	Self Referral / Social Services / Housing / Health / Non Statutory Agency i.e. Citizens Advice Bureau
Self referral contact details	Number – 01268 638406 Fax - 01268 756257 Email – stayingput.Thurrock@anchor.org.uk Website – www.stayingput.org.uk

Brentwood Branch (CWL) Housing Association

Service name	<u>St Anne's</u>
Who is the service for?	Older People
Service description	Permanent sheltered housing for the elderly
Eligibility criteria	Older people (60+) with support needs/Single or Couples without children.
How to get the service	Self Referral / Social Services / Housing
Self referral contact details	Number - 01702 510523 Email - brentwood.cwl@btconnect.com

Family Mosaic Housing Association

Service name	Charles Street
Who is the service for?	Homeless Families with Support Needs
Service description	Accommodation based service.
Eligibility criteria	Primary – Homeless families with support needs (all age groups). Secondary – single homeless people with support needs (all age groups). Service User Exclusions – people with pets.
How to get the service	Housing – Homeless Department
Service name	Generic Floating Support
Who is the service for?	People with general housing support needs
Service description	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.
Eligibility criteria	People with general housing support needs. Service user exclusions - No specific exclusions, decided on a case by case basis. Applicants need to be 16+.
How to get the service	Probation / Care Trust / Social Services / Housing / Health / Non Statutory Agency i.e. Citizens Advice Bureau
Self referral contact details	Number - 01268 498500

Fax – 01268 498501	
Service name	<u>Devon House</u>
Who is the service for?	People with Learning Disabilities
Service description	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 learning disabilities. The flats provide independent living with on site support to enable adults with Learning 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.
Eligibility criteria	People with learning disabilities (all age groups) Single people and couples without children. Service user exclusions - No specific exclusions, decided on a case by case basis
How to get the service	Social Services / Housing / Health / Self Referral
Self referral contact details	Number – 01268 498500 Fax – 01268 498501
Service name	<u>Lloyd House</u>
Who is the service for?	People with Learning Disabilities
Service description	Lloyd House is a supported

<p>Eligibility criteria</p> <p>How to get the service</p> <p>Self referral contact details</p>	<p>housing scheme for adults with Learning 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 skills.</p> <p>People with learning disabilities (All age groups). Single people and couples without children. Service user exclusions - No specific exclusions, decided on a case by case basis</p> <p>Learning disabilities section in Social Services/Housing/Health/Self Referral</p> <p>Number – 01268 498500 Fax – 01268 498501</p>
<p>Service name</p> <p>Who is the service for?</p> <p>Service description</p> <p>Eligibility criteria</p>	<p><u>Metcalfe House</u></p> <p>People with Learning Disabilities</p> <p>Metcalfe 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 Learning Disabilities. The flats provide independent living with visiting support to enable adults with Learning 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>People with Learning disabilities (all age groups) Single people and</p>

	couples without children. Service user exclusions – No specific exclusions: decided on a case by case basis.
How to get the service	Learning disabilities section in Social Services/Housing/Health/Self Referral
Self referral contact details	Number – 01268 498500 Fax – 01268 498501
Service name	<u>Scott House Floating Support Service</u>
Who is the service for?	People with Learning Disabilities
Service description	Scott House is located in Chafford Hundred and consists of 5 X1 bed self contained flats, 2 X 2 bed flats and a staff flat for adults with Learning Disabilities. The flats provide independent living with floating support
Eligibility criteria	People with Learning disabilities (all age groups). Single People and couples without children. Service user exclusions - No specific exclusions, decided on a case by case basis
How to get the service	Learning disabilities section in Social Services/Housing/Health/Self Referral
Self referral contact details	Number – 01268 498500 Fax – 01268 498501

Service name	<u>LD Floating Support Service</u>
Who is the service for?	People with Learning Disabilities
Service description	The floating support service provides visiting support to people with learning disabilities to maintain their tenancy and live independently in the community.
Eligibility criteria	People with Learning disabilities (all age groups). All Adult Households. Service user exclusions - No specific exclusions, decided on a case by case basis
How to get the service	Learning disabilities section in Social Services/Housing/Health/Self Referral
Self referral contact details	Number – 01268 498500 Fax – 01268 498501

Look Ahead Housing and Care

Service name	Thurrock Single Homeless Service
Who is the service for?	Single homeless people with support needs and young people at risk
Service description	Accommodation based service with floating / resettlement / outreach support
Eligibility criteria	Single homeless people or young people at risk aged 16-64. Service User Exclusions – people with arson convictions.
How to get the service	Self Referral / Social Services / Housing / Health / Non Statutory Agency i.e. Citizens Advice Bureau , / Primary Care Trust / Probation
Self referral contact details	Address – Brooke House, 9-15 Brooke Road, Grays, RM17 5BU Number – 01375 394856

New Futures Care and Support

Service name	<u>New Futures Care and Support</u>
Who is the service for?	People with Learning Disabilities
Service description	Floating/Visiting Support
Eligibility criteria	Primary - People with learning disabilities. Secondary - People with Learning Disabilities and associated Physical Disabilities and/or Mental Health. Adults.
How to get the service	Social Services/Care Trust/Self Referral
Self referral contact details	Address – 8 New Century Road, Laindon, Basildon SS15 6AG. Number - 01268 545631 Fax 01268 418707

Open Door - DGS Floating Support

Service name	<u>Open Door - DGS Floating Support</u>
Who is the service for?	People with general housing support needs
Service description	Floating/Visiting Support Service
Eligibility criteria	Primary – People with general housing support needs (18-64). Secondary – People with drug or alcohol problems (Ages Supported 18-49). Service user exclusions – No specific exclusions: decided on a case by case basis.
How to get the service	Self Referral / Social Services / Housing / Probation / Non Statutory Agency i.e. Citizens Advice Bureau
Self referral contact details	Number - 01375 413745

Richmond Fellowship

Service name	<u>Thurrock Mental Health Service</u>
Who is the service for?	People experiencing mental ill-health
Service description	Accommodation based service with floating / resettlement / outreach support
Eligibility criteria	Primary – 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. Service user exclusions – No specific exclusions: decided on a case by case basis.
How to get the service	Care Trust / Health / Social Services / Housing

Sanctuary Housing Group

Service name	<u>Thurrock Teenage Parent Service</u>
Who is the service for?	Teenage Parents
Service description	Accommodation based service with floating / resettlement / outreach support
Eligibility criteria	Primary - Teenage parents (16-25 years). Service user exclusions - serious offenders or women with dependent males over a specific age.
How to get the service	Accepts emergency referrals / Self referral / <u>Social Services</u> / <u>Housing</u> / <u>Health</u> / Non Statutory Agency e.g. <u>Citizens Advice Bureau</u> .
Self referral contact details	Address - 93 William Street, Grays, RM17 6DZ Number - 01375 394668

South Essex Rape and Incest Crisis Centre (SERICC)

Service name	<u>South Essex Rape and Incest Crisis Centre (SERICC)</u>
Who is the service for?	Support for girls over 13 years old and Women. Information and support for family members, friends, colleagues, etc.
Service description	Floating Support Service
Eligibility criteria	Primary - Women and girls (13+) who have experienced or are experiencing sexual violence. Secondary - Women who have mental ill health as a result of sexual violence. Service user exclusions – serious offenders / people with dementia.
How to get the service	Health / Housing / Probation / Self Referral / Social Services Department / Non Statutory Agency e.g. Citizens Advice Bureau
Self referral contact details	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 Council

Service name	<u>Thurrock Sheltered Accommodation</u>
Who is the service for?	Older People with Support Needs
Service description	Permanent accommodation based service
Eligibility criteria	Older people with support needs (55+). Service user exclusions - Couples with children.
How to get the service	Self Referral / <u>Social Services</u> / <u>Housing</u> / <u>Health</u> / Care Trust / Non Statutory Agency i.e. <u>Citizens Advice Bureau</u>
Self referral contact details	Thurrock Council <u>Housing Options</u> .
Service name	<u>Thurrock Council Community Alarms</u>
Who is the service for?	Older People with Support Needs
Service description	Community or Social Alarm Service
Eligibility criteria	Primary - Older people with support needs (55+). Secondary - People with a physical or sensory disability. Service user exclusions - No specific exclusions, decided on a case by case basis
How to get the service	Self referrals / Social housing / <u>Housing</u> / Health.
Self referral contact details	Email - <u>social.care@thurrock.gov.uk</u>

Thurrock Women's Refuge

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

Contact List

Lettings & Homelessness	01375 652820	<u>housing@thurrock.gov.uk</u>
Social Care Services Emergency Duty Service	01375 652675 01375 372468	<u>social.care@thurrock.gov.uk</u>
Probation	01375 372468	
Citizens Advice Bureau	0870 1264034	<u>bureau@thurrockcab.org.uk</u>
Women's Aid	0808 2000247	<u>helpline@womensaid.org.uk</u> <u>info@womensaid.org.uk</u>
Welfare Rights Service	01375652673	<u>welfarerights@thurrock.gov.uk</u>

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

Telephone - 01375 385 266

Email – Supporting.People@thurrock.gov.uk

Website – www.thurrock.gov.uk/housing/supportingpeople